

**Department of Homeland Security
Customs & Border Protection (CBP)
Statement of Work – Executive Council Membership**

1.0 GENERAL AND SCOPE

The purpose of this fixed-price contract is for an Enterprise membership to the Corporate Executive Board (CEB). Customs and Border Protection is in need of subscription services for CBP OIT Executive Councils to aid in the solution of Organization wide problems. The CEB provides a multi-program membership that allows the "Member" a license to use, reproduce and distribute the Program's Membership Materials for use for Member's internal business purposes. These materials consist of publications, surveys, websites, teleconferences, meetings and other services.

Finally, this is tied together by the implicit offer for any Senior leadership of a member organization requiring assistance to be put in direct contact with their "peer" at the company or agency that has resolved a problem the member is trying to solve. For example, if our CIO wants to discuss, in detail how JP Morgan migrated successfully from MQ message broker to the Open Standards based approach of using AMQP (which is a JP Morgan documented best practice with CEB) the facilitate the meeting between Charlie and the CIO (or CEO if necessary) of JP Morgan.

This year, CBP OIT is hoping to leverage CBP services in assisting us with our implementation of (and transition to) open standards based and modernized messaging capabilities. Currently CBP utilizes a vendor priority messaging based capability which is very costly to maintain and license. CBP is estimating that there may be significant cost benefit and return on investment in terms of future savings (estimated to be in the tens of millions of dollars per year year) if we successfully migrate to open standards based messaging. However, this is also significant risk should we implement this incorrectly.

The individuals listed on the membership agreement are the primary contacts for membership. The subscriptions required are as follows:

A.) CIO Executive Board

CBP requires insight provided assists the agency by providing viable alternative approaches to CBP in order to work collaboratively with other components and offices across the Department of Homeland Security to see where CBP can adopt work already performed by another DHS complement or even "outsource" our requirement to someone else already performing that function.

B.) Applications Executive Council

CBP requires assistance with the agency's application development activities. As a part of maintaining CBP's Enterprise Application Architecture the CBP Chief Technology Officer (CTO) determined there was a need to provide formalized updating of the architecture in order to insure that CBP Applications are developed based upon current industry best practices (which continue to evolve over time) while reducing costs.

C.) Infrastructure Executive Council

CBP OIT requires assistance in developing an enterprise strategy and methodology for managing all CBP technology assets throughout the entire lifecycle of a technology. This includes the initial evaluation of a technology, through the procurement, implementation, patching, upgrade and finally to the retirement and divestment stages of the technology.

In addition, CBP requires assistance identifying industry and other agency best practices that might help the entire agency better meet its evolving mission. The CTO is charged with identifying tax payer savings where possible by sharing CBP OIT best practices with other federal agencies. Using the peer networking opportunities afforded by agency membership with the Corporate Executive Board, the CBP CTO was able to obtain a list of all the US Government CTO's from the majority of federal civilian and Department of Defense Agencies in the Tri-State area.

D.) Information Risk Executive Council

The Information Risk Council (IREC) provides CBP with access to research and analysis involving best practices in the IT security arena. The research includes both qualitative and quantitative benchmarks to improve performance at an enterprise level.

E.) Enterprise Architecture Executive Council

CBP enterprise architecture requires the global network of peers to learn best practices.

F.) IT Performance Benchmarking

The organizational benchmarks allows CBP senior managers the ability to understand how other high performing organizations of similar size and complexity as CBP have successfully resolved IT challenges - those same challenges currently facing CBP. The Benchmarking done by CEB is unique because it documents success stories and best practices implemented by participating organizations that also have membership with the CEB.

G.) PMO Executive Council

CBP requires access to experts who are implementing tactics to manage projects and programs will serve the entire agency and will have access to publications, meetings and peer dialogue that will promote successful programs. It is imperative that the PM's determine the best method for managing the project or program as early in the project as possible.

H.) Research and Development Council

The CBP Chief Technology Officer (CTO) continues to conduct Emerging Technology Evaluations in order to promote efficiencies targeted at reducing OIT costs. Therefore CBP requires up to date knowledge on best practices, potential real world approaches, costs and implementation is crucial to make the decisions that are needed to improve the OIT processes and operational capabilities, particularly with fewer resources.

I.) Roadmap Builder Tool

The CBP Chief Technology Officer is responsible for maintaining the CBP Technology Roadmap as key element of CBP's Strategic Technical Direction and Guidance.

Therefore, CBP requires access to a tool to facilitate this. The Corporate Executive Board Roadmap Builder tool is a Cloud Based Software as a Service (SaaS) offering that provides this capability. This reduces CBP OIT's costs associated with creating and maintaining this capability by eliminating the need for OIT to standup dedicated hardware to support this as well as standing up a dedicated team to operate and maintain the "service".

J.) IT Performance Benchmarking (2 surveys + baseline)

CBP OIT is expected to demonstrate improvements in terms of adoption efficiencies and best practices. CEB's IT Performance Benchmarking services is a key component of this and allows OIT to obtain outside vendor support for providing "independent" and "Industry best practices based" benchmarking of OIT Programs and Services.

1.1 Period of Performance.

The period of performance is one year from date of award.

1.2 Place of Performance.

N/A

2.0 TYPE OF TASK ORDER

Customs and Border Protection will award a firm fixed price contract.

3.0 INVOICING AND PAYMENT

The contractor shall submit one invoice for the annual membership cost. Invoices shall be electronically transmitted to the points of contact listed in section 4.0. To constitute a proper invoice, each invoice shall be annotated with at least the following information:

- Order number
- Description of services provided for a specified time period.
- Unit price and total amount of each item.
- Discount terms
- Company name, telephone number, taxpayer's identification number, and complete mailing address to which payment will be mailed.

Only the contracting officer has the authority to represent the Government in cases where the task order requires a change in the terms and conditions, delivery schedule, scope of work and/or price of the products and/or services under this task order.

4.0 POINTS OF CONTACT

COTR:

(b) (6)
(b) (6) @dhs.gov

National Finance Center:
CBPINVOICES@dhs.gov

5.0 EA (Enterprise Architecture) Compliance

The Offeror shall ensure that the design conforms to the DHS and CBP enterprise architecture (EA), the DHS and CBP technical reference models (TRM), and all DHS and CBP policies and guidelines as promulgated by the DHS and CBP Chief Information Officers (CIO), Chief Technology Officers (CTO) and Chief Architects (CA) such as the CBP Information Technology Enterprise Principles and the DHS Service Oriented Architecture - Technical Framework.

The Offeror shall conform to the federal enterprise architecture (FEA) model and the DHS and CBP versions of the FEA model as described in their respective EAs. Models will be submitted using Business Process Modeling Notation (BPMN 1.1, BPMN 2.0 when available) and the CBP Architectural Modeling Standards for all models. Universal Modeling Language (UML2) may be used for infrastructure only. Data semantics shall be in conformance with the National Information Exchange Model (NIEM). Development solutions will also ensure compliance with the current version of the DHS and CBP target architectures.

Where possible, the Offeror shall use DHS/CBP approved products, standards, services, and profiles as reflected by the hardware software, application, and infrastructure components of the DHS/CBP TRM/standards profile. If new hardware, software and infrastructure components are required to develop, test, or implement the program, these products will be coordinated through the DHS and CBP formal technology insertion process which includes a trade study with no less than four alternatives, one of which shall reflect the status quo and one shall reflect multi-agency collaboration. The DHS/CBP TRM/standards profile will be updated as technology insertions are accomplished.

All developed solutions shall be compliant with the HLS (Homeland Security) EA (Enterprise Architecture).

All IT hardware or software shall comply with the HLS EA.

Compliance with the HLS EA shall be derived from and aligned through the CBP EA.

All data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the DHS Enterprise Data Management Office (EDMO) for review and insertion into the DHS Data Reference Model. Submittal shall be through the CBP Data Engineering Branch and CBP EA.

In compliance with OMB mandates, all network hardware provided under the scope of this Statement of Work and associated Task Orders shall be IPv6 compatible without modification, upgrade, or replacement.

6.0 COMPLIANCE WITH SECTION 508 OF THE REHABILITATION ACT

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, 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 standards have been identified:

36 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 1194.31 – Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the 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.

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 COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply:

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 identify 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 approval from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

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.