



U.S. Customs and
Border Protection

August 18, 2005

(Company address via e-mail)

Subject: Amendment #1 to Request for Quotation (RFQ) #HSBP-05-007 for
"Program Management Support for Modernization Program"

Reference: Request for Quotation (RFQ) #HSBP-05-007 for "Program
Management Support for Modernization Program"
dated August 4, 2005

U.S. Customs and Border Protection (CBP) issued Request for Quotation (RFQ) #HSBP-05-007 for "Program Management Support for Modernization Program" on August 4, 2005. The RFQ provided for questions to be submitted. An e-mailed Reply to RFQ Offeror Questions was provided on August 18, 2005 and indicated that an amendment to the RFQ would be issued. The purpose of this letter is to issue the attached amendment #1 changes to RFQ #HSBP-05-007.

In the offeror cover letter, indicate the latest amendment received.

If you have any questions, please call me at 703-440-3018.

(b) (6)

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Attachment: Request for Quotation #HSBP-05-007, Amendment #1

Program Management Support for Modernization Program

**RFQ #HSBP-05-007
AMENDMENT #1**

1. In the RFQ cover letter list of "Attachments: make a pen & ink correction to add "Key Personnel Descriptions". The Key Personnel Descriptions are attached to this amendment.
2. In paragraph 2, sub-paragraph "C. Staffing and Key Personnel", on page 2 of the RFQ Instructions, after the first sentence of the second un-numbered paragraph, insert a new sentence as follows: "See the attached Key Personnel Descriptions."
3. In paragraph "3. PAST PERFORMANCE", on page 4 of the RFQ Instructions, make a pen & ink correction to the Past Performance fax numbers as follows: change "202-344-7093 or 1812" to "202-344-1093 or 1812".
4. In paragraph 5, sub-paragraph "B. Price", of the RFQ Instructions, make a pen & ink correction to:
 - Line through the second sentence to delete the following words: "The price proposal will be evaluated for price reasonableness by comparing the proposed total price to that of other quoters."
 - Insert the following new sentences in place of the deleted second sentence: "To ensure an equitable price evaluation, the Government will conduct a price reasonableness analysis. The Government will consider the level of effort and the mix of labor proposed to perform Task Order #1 and determine whether the total price proposed is reasonable."
5. In the BPA, paragraph "(23) PERSONNEL" replace the list of key personnel with the following:
 1. Executive Program Manager
 2. Site Director
 3. Acquisition Project Management Lead
 4. Modernization Program Management Lead
 5. Integrated Communications Lead
 6. Program Integration Lead
 7. Business Management Lead
 8. Process Improvement Lead
 9. Governance Lead

6. In the BPA, paragraph “(36) ORGANIZATIONAL CONFLICT OF INTEREST and LIMITATION OF FUTURE CONTRACTING” make a pen & ink entry to add the following words to the end of the second sentence: “for eCP/IBM and other Modernization Program supporting contracts”. The second sentence will then read: “The nature of the conflict of interest and the limitation on future contracting are that the BPA Holder assists the Government in preparing Modernization Program statements of work, evaluating offers, preparing negotiation positions and monitoring performance of the awardees for eCP/IBM and other Modernization Program supporting contracts.”

7. In Task Order #1, paragraph “10. KEY PERSONNEL” replace the table of key personnel with the following:

PERSONNEL	TITLE
	Executive Program Manager
	Site Director
	Acquisition Project Management Lead
	Modernization Program Management Lead
	Integrated Communications Lead
	Program Integration Lead
	Business Management Lead
	Process Improvement Lead
	Governance Lead

(Note: The “Reply to RFQ Offeror Questions” e-mail incorrectly stated the last title.)

8. In task order #1, APPENDIX “E. CONTRACTOR MONTHLY PERFORMANCE SUMMARY” make a pen & ink entry to change the item 3 - AVERAGE STAFF RETENTION Performance Goal from “75%” to “85%”.

9. Make a pen & ink entry to add the sentence “There is a limit of five (5) company representatives to attend the Oral Presentation/Interview.” in the following three places:

- at the end of paragraph “2.A.8 REQUIREMENTS - Letter”, on page 2;
- at the end of the first sub-paragraph in paragraph “4. ORAL PRESENTATION/INTERVIEW”; and,
- at the end of the “Administration” in the Oral Presentation/ Interview Agenda.

Key Personnel Descriptions

Executive Program Manager (EPM)

The Contractor shall provide an Executive Program Manager (EPM) to provide strategic program management guidance to the Modernization Program Executive Director and other key Modernization Program management personnel. This person will attend key meetings, stay abreast of the entire program so that appropriate strategic advice can be offered, participate in the development of effective contracting strategies, and assist Senior Modernization Program managers as requested. This person shall remain aware of the services and support being provided by the Contractor, and have overall responsibility for the direction and integration of the Contractor staff or work.

Site Director

The Contractor shall also provide a Site Director to manage the staff and services/support provided by the Contractor. The Site Director shall function as the operating officer to the EPM and shall be responsible for the day-to-day management or direction of the Contractor staff and work. The Site Director shall ensure that the Contractor executes consistent, responsive, and integrated program-wide management among all functional elements of program management, and among all delivery/task orders using industry best practices. This includes optimizing and synthesizing all reporting to accurately report consolidated Modernization Program status.

Acquisition Project Management Lead

The Acquisition Project Management Lead manages dedicated and matrixed resources to provide full-service project management support to all Customs and Border Protection (CBP) Modernization requirement development, implementation, and transition to support projects. This includes assisting the Directors, Project Managers, Team Leads, and program/project teams with oversight of Modernization contractors' and government implementation activities; orchestrating the Contractor's performance of program control, financial management, and other project management support functions for the project teams; facilitating Modernization contractors' performance; and integrating/harmonizing the project implementation activities to achieve overall program objectives.

Modernization Program Management Lead

The Modernization Program Management Lead has three primary areas of responsibility: Functional implementation of program and project management disciplines and processes, Modernization Program integration across projects, and direct program control support to the Director, Program Control and the Modernization Program Executive Team. Additional key areas of responsibility

Key Personnel Descriptions

include integrated analysis of program-level information and metrics, program-level reporting, and functional direction in the areas of Schedule, Risk, Issue, Earned Value, Requirements, and Configuration Management. Also responsible for the consistent and integrated application of these disciplines across all Modernization projects. Provides guidance in acquisition planning and execution across Modernization Program needs.

Responsible for interfacing with other Customs and Border Protection Office of Information and Technology staff offices for Modernization management and reporting.

Integrated Communications Lead

The Integrated Communications Lead manages comprehensive communications team support, including governance support, internal information, and external information. Serves as primary communications consultant to the Modernization Program. Develops long-term communication strategies, directs implementation of information campaign plans to support program objectives, and ensures the communication effort is aligned with desired business results. Oversees the development of articles, scripts, briefs, speeches, and talking points for program office and CBP leadership. Develops executive correspondence and reports to department officials, oversight agencies, and Congress. Supports Modernization Program public affair activities, to include news media relations. Assists Modernization Program in reviewing and evaluating the efforts of the systems integration contractor's communication effort. Keeps abreast of program plans, activities, and developments to identify communication risks and opportunities.

Program Integration Lead

The Program Integration Lead provides insight and expert opinion to the Executive Director and management of the Modernization Program, on the technical status and progress of CBP's Modernization Program as it is defined, planned, and executed by the contractor, the e-Customs Partnership (eCP). Emphasis will be provided on closely monitoring the enterprise architecture, systems engineering, and software development disciplines as they impact the eCP's ability to provide useful functionality in support of CBP's desired business results. Performs strategic analysis of the day-to-day technical progress of the eCP and its subcontractors as they design, implement, and deliver software releases and systems to CBP. Contributes to the development of strategic program plans in response to changing mission requirements that may be caused by new legislation, technology advances, and industry best practices.

Business Management Lead

The Business Management Lead serves as the Business Management Team Lead with direct responsibility and supervision of three major functional areas: financial management, budget management, and investment management.

Key Personnel Descriptions

Within the financial management area, is responsible for the coordination of cost estimates in support of task order proposals, and cost benefit analyses conducted in support of the program office, including the regular monitoring and proper management of the portfolio of investments. Within the budget management function, develops strategies and implements sound financial practices for timely budget formulation and justification of program funds; prepares and reviews all financial funding documents; processes and records all invoices; oversees all associated accounting functions; reconciliation of funds; and meeting internal and external reporting requirements. Within, the investment management function, supports the development of defensible positions for the program office that facilitate a structured, integrated approach to managing information technology investments. The Business Management Lead is responsible for updating the reports, briefings, and/or presentations required by the various oversight bodies to properly detail actual results versus plans for cost, schedule, and performance objectives. Provides expert opinion of the analyses of issues, undergoing review, and when requested, makes recommendations when cost overruns, major schedule delays, or performance shortfalls occur. Within area of expertise, responsible for preparation and occasional presentation of executive level briefings, development of defensible program office positions in response to questions from oversight organizations, and serve as liaison between program office and oversight organizations.

Process Improvement Lead

The Process Improvement Lead is responsible for leading and developing the program strategy to understand acquisition-related process development, process improvement, and quality management initiatives. . Knowledge of these areas is required as well as experience in the development and acquisition of large –scale software-intensive systems. Responsible for leading and coordinating process improvement strategies for understanding the needs of government acquisition program offices and will work with the Modernization Program managers and support teams to address those needs. Effective performance also requires a strong understanding of: 1) Federal regulations concerning acquisitions of products and services; 2) Strategic objectives of the organization and related divisions; 3) Client organizational acquisition lifecycle and polices; and the acquisition needs of the organization.

Governance Lead

Ensures efficient and effective operation of the U.S. Customs and Border Protection (CBP) Modernization Program governance bodies. Provides strategic planning to involve members and subject matter experts at critical junctures to elicit the guidance and management decisions required to advance Modernization Program objectives. Reviews, updates, and adjusts governance processes, procedures, and charters to enable efficient resolution of key program issues through appropriate and timely involvement of various governance

Key Personnel Descriptions

boards. Forecasts, coordinates, and integrates meeting agenda to facilitate decision-making that supports program objectives. Provides governance bodies with advance visibility of key developments, milestones, and decision points across the Modernization Program. Anticipates the information needs of governance board members and ensures that briefs and information papers provide clear, crisp, concise, and timely information that results in informed decision-making. Documents and tracks action items and coordinates with action owners to ensure timely closure of assigned actions. Shares program knowledge and insights with the integrated communications team to support implementation of an integrated communications strategy.