

**Department of Homeland Security
Customs and Border Protection
Statement of Work
For
Financial Operations Administrative Support Services
Revenue Division
Indianapolis, Indiana
August 3, 2010**

1.0 BACKGROUND

The U.S. Customs and Border Protection (CBP) is the nation's single unified border agency within the Department of Homeland Security (DHS). In 2003, CBP combined the inspectional workforces and broad border authorities of U.S. Customs, U.S. Immigration and Naturalization Service, U.S. Animal and Plant Health Inspection Service and the entire U.S. Border Patrol. CBP is specifically charged with the following: assessing and collecting duties, excise taxes, fees and penalties due on imported merchandise; interdicting and seizing contraband to include narcotics and illegal drugs; processing persons, carriers, cargo and mail entering or departing the United States, administering certain navigation laws, detecting and apprehending persons engaged in fraudulent practices designed to circumvent Customs and related laws, copyright, patent and trademark provisions, quotas, and other requirements related to imported merchandise. CBP includes approximately 58,600 employees to manage, control and protect the nation's borders, both at and between the official ports of entry.

In order to support the growing workload that accompanies the increasing demands without the benefit of increased CBP staff, contract personnel are needed to perform various assignments to accomplish the mission. The administrative support services provided by the contractor shall be non-personal; therefore, the contractor shall provide key personnel and project leads to assign tasks, target completion dates, and perform administration duties as necessary.

2.0 SCOPE OF WORK

This support service request is intended to obtain continuing administrative support services for the CBP financial management center located in Indianapolis, Indiana. The following are brief descriptions of some of the functional areas covered under the scope of this statement of work. The list below is a representative sample of functional areas and tasks and is not intended to be all-inclusive:

2.1 Electronic Cash Register Systems (ECS)

ECS is an automated cash register system that improves, enhances and expedites passenger collections (i.e., duties, fees, and taxes) at U.S. Ports of Entry. ECS reconciles the daily deposit and provides excellent accountability via internal transaction and user tracking.

2.1.1 Examples of administrative support services the contractor will be required to provide in the ECS area include, but are not limited to: supporting the ports of entry by remotely monitoring the reconciliation of the computers and ECS registers, providing help desk support, maintaining problem logs and database systems, assisting in new site readiness (staging PC's, shipping materials, participating in conference calls), and assisting in system upgrades and price changes.

2.2 Continued Dumping and Subsidy Offset Act (CDSOA)

The Continued Dumping and Subsidy Offset Act of 2000 was enacted on October 28, 2000. This statute provides that countervailing and antidumping duties assessed upon the importation of select merchandise are to be redistributed to affected domestic producers for qualifying expenditures incurred after the issuance of the CDSOA.

2.2.1 Examples of administrative support services the contractor will be required to provide in the CDSOA area include, but are not limited to: receiving and organizing daily correspondence, auditing claims submitted by affected domestic producers for accuracy and completeness, determining eligibility of the claimant, reconciling financial reports to determine amount of funds available for disbursement, and disbursing available CDSOA funds to eligible claimants.

2.3 User Fee Decals and Transponders (DTOPS)

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), authorizes the U.S. Customs and Border Protection to collect user fees for various services. The user fee was established to offset inspection costs that were previously funded solely by general taxpayer revenue. Decals and transponders are provided as proof of payment for the annual user fee. A transponder is a sticker that contains an electronic chip that transmits information

about a vehicle and border crossing user fee payment status. Decals are stickers that are placed on all private aircraft and private vessels (30 feet or more in length) as proof that the user fee for entry into the U.S. has been paid for the calendar year.

2.3.1 Examples of administrative support services the contractor will be required to provide in the Decals and Transponder area include, but are not limited to: maintaining a help desk for customer assistance, providing online purchase assistance, receiving and organizing daily correspondence, processing paper applications and payments, fulfilling decal and transponder purchases, and overseeing the general administration of the User Fee program.

2.4 Collections and Refunds

The Collections and Refunds and Analysis Branch (CRAB) is responsible for managing the day-to-day collections for CBP. This includes collection and deposit reconciliation of CBP funds, and reporting respective revenue receipts. This Branch works closely with the field ensuring that internal controls are incorporated into the daily collection work. (The branch is comprised of the Revenue Accountability, and Business Analysis and Internal Control Sections).

2.4.1 The Indianapolis CRAB branch specifically oversees and manages the lockbox collection processing, controls the serially numbered forms program nationally, manages the FOIA program and provides administrative and technical guidance for accounts receivable and revenue collection and refund systems, programs, and procedures. CRAB also oversees and conducts the processing of claims that involve the refund of HMT payments made on exports, manages cashier collection/deposit processes for revenue receipts, reconciles CBP deposits to financial institution records including payments made with credit cards, and records, tracks, and collects revenue differences and debit vouchers.

2.5 Other Treasury Initiatives

2.5.1 Several programs are under development and are being tested and implemented to improve the efficiency and effectiveness of revenue collections and deposit processing capabilities. These initiatives include, but are not limited to Pay.gov, TGA.net, ESTA, and Paper Check Conversion. The

initiatives are designed to achieve faster cashier payment processing, quicker credit of deposit amounts to Treasury accounts and improve accountability and control over affected collection and deposit programs.

- 2.5.2 Examples of administrative support services the contractor will be required to provide in this area include, but are not limited to: providing training and support for the installation and operation of the check scanners used to convert paper check to electronic images and transactions and maintaining a help desk that responds to customer inquiries and complaints via phone and electronic sources, reconcile credit card payments, and research payment disputes.

3.0 DESCRIPTION OF TASKS AND DELIVERABLES

- 3.1 The Contractor shall develop, analyze, and review reports and/or other documents and provide the results of that analysis. These duties shall include assisting with the preparation of the quarterly reports to the Department of the Treasury and Annual Performance and Accountability Report.
- 3.2 The Contractor shall perform analytical and administrative functions, such as, but not limited to, the processing and issuance of User Fee Decals and Transponders, analyzing and reconciling accounts, monitoring and handling uploads of data from the Automated Commercial System (ACS), reviewing and processing disbursements, updating and maintaining database information, staging and imaging PCs, planning and scheduling software upgrades, and tracking and shipping of equipment.
- 3.3 The Contractor shall provide helpdesk support functions, including but not limited to, receiving and responding customer inquiries and complaints via phone and electronic sources.
- 3.4 The Contractor shall perform various analytical and administrative duties related to the support of CBP's programs including but not limited to providing statistics, performing mail duties, responding to e-mail/voice mail, etc.
- 3.5 The Contractor shall provide, as identified in the wage determination schedule, individuals at the Accounting Clerk II and III and the General Clerk II and III levels, and/or other administrative position classifications, as requested.

3.5.1 A Project Leader will be assigned to all task orders. The Project Leader is a working-level position that will be included, not in addition to, the number of required contractor personnel. The COTR and contractor shall concur to identify the position level for the project leader function for the task order. The Project Leader will be responsible for:

- Assigning work that has been previously discussed and outlined between the COTR and the Key Personnel.
- Day-to-day communication with contractor personnel assigned to the task order.
- Answering questions from contractor personnel and clarifying instructions and work assignments.
- Meeting regularly with the Key Personnel to communicate any issues that will effect the successful completion of the task order.

3.5.2 Upon award of this Blanket Purchase Agreement (BPA) the contractor shall provide at a minimum 60 CBP background cleared individuals to report to work the first day of the task order service period.

4.0 GENERAL REQUIREMENTS

4.1 Support Hours

The contractor shall provide staffing Monday through Friday between 6:00 AM and 6:00 PM local time with the exception of Federal holidays or other designated days. The specific hours of work shall be determined by the Contracting Officer's Technical Representative (COTR) in accordance with building security requirements and the project workload.

4.1.1 Overtime may be required during the peak seasons of the various programs included in the scope.

4.1.1.1 During any time that overtime is required the hours of support will be extended to meet program deadlines. These may extend from Monday through Saturday 6:00AM to 8:00PM. These hours are estimates and may change slightly upon actual need.

4.1.1.2 The contractor shall adhere to the same policy related to breaks and lunch as CBP employees.

4.2 Compensation and Benefits

4.2.1 The Contractor shall at a minimum provide the benefits directed by the Department of Labor.

4.3 Qualifications of Contractor Personnel

4.3.1 The contractor shall provide capable and competent personnel able to complete the duties stated for each person's applicable labor category description. The contractor shall only provide individuals possessing the appropriate skills, knowledge, experience, work ethic, and quality of work to enhance CBP's ability to meet established performance measures.

4.3.2 The contractor shall ensure that all personnel assigned to work on this contract have the following minimum qualifications:

- Ability to read, write, understand, and communicate in English;
- Ability to follow oral and written directions to complete assigned tasks;
- Ability to perform problem-solving techniques and demonstrate analytical skills;
- Ability to perform multiple tasks and work well with others.
- Demonstrate proficiency with Word, Excel and at least one (1) e-mail software application, preferably Outlook.
- It is required that assigned personnel have a minimum of 2 years of education above high school from an accredited college or university in a business, management, finance or accounting field of study but this is not always required.
- It is preferred that assigned personnel have a 4-year degree from an accredited college or university but it is not required.

4.3.2.1 Any tests used to determine candidate minimum qualifications shall be directly administered by the contractor at the contractor's office.

- 4.3.2.2 If CBP is not satisfied with the performance of a contract employee, the contractor shall take appropriate personnel action to ensure the performance concern is promptly resolved. If a contract employee has performance issues that cannot be promptly resolved, the contractor shall replace the contract employee with another contract employee at no additional cost to CBP.
- 4.3.2.3 Any contract personnel working under a previous contract will be given the right of first refusal on the new contract.

4.4 **Recruitment and Retention Experience**

- 4.4.1 The mission of CBP will be adversely impacted if the contractor experiences significant employee turnover. In order to minimize disruption in work and unnecessary training expenses caused by contractor personnel turnover the contractor shall ensure a successful candidate screening plan is in place during the term of the BPA.
- 4.4.2 The contractor shall provide a recruitment and retention plan as part of the proposal process for review by the evaluation team. The contractor shall ensure a successful recruitment/retention plan is in place during the term of the BPA to recruit and retain employees to work in the Indianapolis IN area.
- 4.4.3 The contractor shall demonstrate how they will provide candidates as required with the appropriate clearance within 2 weeks of the request date received from the COTR.
- 4.4.4 At least two (2) key personnel shall have a background of at least two (2) years in recruiting for the accounting field. Key personnel shall have completed a 4-year program at an accredited college or university in any field of study. Titles of key personnel may vary therefore the position is defined as the contractor's lead recruiter/interviewer; i.e. the person who recruits, interviews, and selects potential candidates for employment.
- 4.4.5 The COTR shall be notified in writing no less than 10 business days in advance of any proposed changes to key personnel. Key personnel shall only be replaced with

individuals possessing equal or greater qualifications than the predecessor. The COTR must be notified and in agreement with the newly selected person(s).

4.5 Disclosure of Information

- 4.5.1 Any information made available to the contractor by the government or its customers shall be used only for the purpose of carrying out the provisions of this BPA and subsequent task orders written against this BPA. This information shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the BPA and subsequent task orders written against this BPA. This includes information that is unclassified, sensitive, for official use only and regular information that is viewed and handled on a daily basis.
- 4.5.2 In the performance of this BPA and subsequent task orders written against this BPA the contractor assumes responsibility for the protection of the confidentiality of government records.
- 4.5.3 The contractor will adhere to the requirements found in Part 24 of the Federal Acquisition Regulation, Protection of Privacy and Freedom of Information and each contract employee shall sign a confidentiality certification document to be provided by the COTR.

4.6 Technical Contact

- 4.6.1 The Contracting Officer shall appoint the Contracting Officer's Technical Representative (COTR) for the BPA and subsequent task orders written against that BPA. Task Monitors may also be assigned to individual task orders as necessary. Their duties are to provide technical guidance within scope of the BPA and/or task order.

4.7 Security Requirements/Background Investigations

- 4.7.1 The contractor will comply with all DHS and CBP administrative, physical and technical security controls to ensure that the government's security requirements are met. Contractor employees will require access to CBP controlled facilities, information systems and/or sensitive but unclassified information and shall either be U.S. citizens or have a lawful permanent resident status. The following

security screening requirements apply to both U.S. citizens and lawful permanent residents hired as contractors.

A background investigation is conducted to ensure that the candidate is reliable, trustworthy, of good conduct and character and loyal to the United States, i.e., suitable for employment.

- 4.7.2 All employees working in contractor positions within CBP must undergo a Background Investigation (BI) to determine suitability for employment with CBP. This type of BI is called “High Risk” and is initiated using the Standard Form-85P, Questionnaire for Public Trust. Each candidate must successfully pass this investigation.
- 4.7.3 The background investigation consists of a National Agency Check (a check of the files of a number of government agencies such as the FBI) fingerprint analysis, credit and criminal history checks, records checks to verify citizenship of family members, verification of birth, education, employment history, and military history. Interviews will be conducted with sources who know the candidate and any current or former spouse (divorced within the past ten years). Residences will be confirmed, neighbors interviewed, and public records queried for information about bankruptcies, divorces, and criminal or civil litigation. Additional interviews will be conducted, as needed, to resolve any inconsistencies or developed issues.
- 4.7.4 Candidate assignment by the contractor project lead and key personnel shall be considered and placed (upon need to fill vacancy per COTR request) after successful completion of the full field background investigation.
- 4.7.5 Contract personnel may report for assignment prior to obtaining Full access, with successful ‘Limited Access’ when deemed necessary with COTR approval. Limited Access is a CBP Office of Information Technology (OIT) term to identify personnel who have passed an initial or preliminary suitability screening and only gives the individual limited computer access to e-mail and the Internet. The individual is not eligible for CBP systems and networks access until completion of a favorable BI. These situations will be discussed on a case by case basis (i.e. sudden loss of personnel puts program deadlines at risk, time restraints on waiting for Full BI to clear). The background investigation

will continue until full suitability is obtained or denied. All candidates must obtain full suitability to begin and retain task order assignment.

- 4.7.6 The contractor shall demonstrate that a preliminary credit check and a local criminal history check detailing the last two (2) years from the county in which the candidate has resided have been performed. Candidates with criminal records and extremely poor credit check ratings are considered unacceptable.
- 4.7.7 The contractor shall only provide personnel that have completed a preliminary background check that indicates the capability of favorably passing a full field five year employment background investigation.
- 4.7.8 Contractor employees working on-site at government facilities shall wear a government-issued identification badge. All contractor employees shall identify themselves as contractors when their status is not readily apparent.

5.0 GENERAL INFORMATION

5.1 Government Furnished Property

CBP will furnish and retain possession of all equipment, supplies and any other necessary items required to perform the duties defined in the individual task orders including the following: workspace, computer, telephone, printer, access to multiple types of communication equipment, and general office supplies (i.e. writing utensils, paper, staplers, paperclips, etc.).

5.2 Administrative

- 5.2.1 The contractor shall demonstrate how they will provide candidates as required with the appropriate clearance within 2 weeks of the request date received from the COTR.
- 5.2.2 The contractor shall disclose any sub-contractor relationships to the Contracting Officer. The use of sub-contractors to fulfill personnel requirements will be limited under this contract and must be approved in writing by the Contracting Officer.

5.2.3 The contractor shall ensure that each candidate is familiar with current EEO laws as they relate to the conduct of employees in the work place.

5.3 Period of Performance

Each task order shall cite the period of performance required.

5.4 Place of Performance

The contractor shall perform all tasks identified in the task order statement of work at a location specified in the task order. General location shall be U.S. Customs and Border Protection; Indianapolis, IN.

ATTACHMENT A

01012 ACCOUNTING CLERK II

Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

01013 ACCOUNTING CLERK III

Maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: Reviews invoices and statements (verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit, determining accounts involved, coding transactions, and processing material through data processing for application in the accounting system); and/or analyzes and reconciles computer printouts with operating unit reports (contacting units and researching causes of discrepancies, and taking action to ensure that accounts balance). Employee resolves problems in recurring assignments in accordance with previous training and experience. Supervisor provides suggestions for handling unusual or nonrecurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor or are controlled by mechanisms built into the accounting system. Excluded from Level IV are positions responsible for maintaining either a general ledger or a general ledger in combination with subsidiary accounts.

01116 GENERAL CLERK II

Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

01117 GENERAL CLERK III

Uses some subject-matter knowledge and judgement to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May also direct lower level clerks. Positions above level IV are excluded. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

**Department of Homeland Security
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Scope of Work
for
Financial Operations Administrative Support Services
National Finance Center
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1.0 Background

The U.S. Customs and Border Protection (CBP) is the nation's single unified border agency within the Department of Homeland Security (DHS). In 2003, CBP combined the inspectional workforces and broad border authorities of U.S. Customs, U.S. Immigration and Naturalization Service, U.S. Animal and Plant Health Inspection Service and the entire U.S. Border Patrol. CBP is specifically charged with the following: assessing and collecting duties, excise taxes, fees and penalties due on imported merchandise; interdicting and seizing contraband to include narcotics and illegal drugs; processing persons, carriers, cargo and mail entering or departing the United States, administering certain navigation laws, detecting and apprehending persons engaged in fraudulent practices designed to circumvent Customs and related laws, copyright, patent and trademark provisions, quotas, and other requirements related to imported merchandise. CBP includes approximately 58,600 employees to manage, control and protect the nation's borders, both at and between the official ports of entry.

In order to support the growing workload that accompanies the increasing demands without the benefit of increased CBP staff, contract personnel are needed to perform various assignments to accomplish the mission. The administrative support services provided by the contractor shall be non-personal; therefore, the contractor shall provide key personnel and project leads to assign tasks, target completion dates, and perform administration duties as necessary.

2.0 Scope of Work

The contractor will provide Administrative Support Services including but not limited to General Clerks and Accounting Clerks for the NFC located within Intech Park in Indianapolis, Indiana.

2.1 The following are brief descriptions of some of the functional areas covered under this scope of work. The functions listed below are typical but not intended to be all-inclusive:

2.1.1 Payroll

The Payroll Branch oversees the processing of the CBP regular timecards which are processed by the United States Department of Agriculture (USDA). The staff works closely with the CBP Human Resources staff to effect corrections related to timecards, promotions, separations, etc. They work with two computer systems, one at CBP and the other at USDA to perform research and determine the appropriate corrective action.

2.1.2 Financial Reports and Analysis

Financial Reporting and Analysis Branch prepares periodic regulatory reports and annual financial statements, monitors CBP accounting data, and provides accounting services to other Federal Government entities.

2.1.3 Travel

The Travel Section processes manual and automated travel vouchers in addition to vouchers related to employee's permanent change of station. There are systemic internal controls that maintain the integrity over the process as well manual reviews. The Travel Section is also responsible for the administration of the Travel Card Program, which is a program that issues CBP employees a credit card to pay for travel expenses and the employee is responsible for paying the credit card bill. Other functions of the Travel Section are managing the CBP Relocation Services contract, creating and issuing W-2's for Permanent Change of Station (PCS) activity, maintaining the CBP Automated Travel Card System (CATS) and managing the administrative debt associated with travel activity.

2.1.4 Commercial Accounts

The Commercial Accounts Section is an Accounts Payable function with a primary responsibility for processing commercial vendor and government trading partner payments. There are numerous audits and reviews each year to determine that invoices were processed timely, accurately, and to the proper payee. Other responsibilities include tracking and monitoring Prompt Pay Interest, maintaining Purchase Card (credit cards used for small purchases where a formal contract is not required) System Interface, and working with the Procurement Directorate to identify activity that can be transferred to purchase cards. A large portion of this activity is research and verification of responsible receiving and funding CBP offices, invoice payments, and other help desk issues.

3.0 General Requirements

3.1 The contractor shall provide staffing Monday through Friday between 6:00 AM and 6:00 PM local time with the exception of Federal holidays or other designated days. The specific hours of work shall be determined by the Contracting Officer's Technical Representative (COTR) in accordance with building security requirements and the project workload.

3.2 Overtime may be required during certain peak work periods in order for the government to meet mission requirements. When overtime is required the daily Monday through Friday work hours may be extended, and/or Saturday and Sunday effort may be required to satisfy workload deadlines.

3.3 The contractor shall ensure that its employees comply with all training requirements for access to CBP IT systems. The current requirement is to successfully complete an annual one-hour computer-based training course and an annual self-certification of systems access. The contractor shall comply with any changes to this requirement that are implemented after the award of the contract.

3.4 The contractor shall disclose any subcontractor relationships to the Contracting Officer. The use of sub-contractors to fulfill personnel requirements will be limited under this contract. Reference FAR 52.219-14, Limitations on Subcontracting, which states at least 50 percent of the cost of contract performance incurred for personnel shall be expended for employees of the concern.

3.5 The contractor shall ensure that each candidate is familiar with current Equal Employment Opportunity (EEO) laws as they relate to the conduct of employees in the workplace.

3.6 Contract staff shall present an appearance and conduct appropriate for a professional business environment.

3.7 The contractor shall adhere to the same policy related to breaks and lunch as CBP employees.

3.8 Any contract personnel working under a previous contract will be given the right of first refusal on the new contract.

4.0 Performance Measures

This section is included for information only. The purpose is to describe the types of metrics the NFC is responsible for, and show how the contractor will be a part of the process to support these government metrics.

4.1 DHS has developed several performances measures for its components. These measures are reportable monthly and components are rated by one of three colors, Red = Unsuccessful, Yellow = Partially Successful and Green = Fully Successful. The following areas are currently subject to the DHS Component Scorecard Tracking System.

4.1.1 Tier Data Quality Reports – This is financial reporting to the Department of the Treasury in an accurate and timely manner.

Successful = Submitted by the due date
Partially Successful = Submitted within 2 days of the due date
Unsuccessful = Submitted > 2 days after the due date

4.1.2 Statement of Differences – This report is a financial report that accounts for the differences between balances on CBP's books and the Department of the Treasury's books.

Fully Successful/Pass = Differences < 90 days
Unsuccessful/Fail = Differences > 90 days

4.1.3 Electronic Payments – This measure tracks the number of payments a component issues electronically verses a paper check.

Fully Successful <= 96.5%
Partially Successful >= 90% - < 96.5%
Unsuccessful < 90%

4.1.4 Travel Card Delinquency – This measure tracks the percentage of CBP employees that are paying their travel card invoices in a timely manner.

Fully Successful <= 2% delinquent
Partially Successful >2% - <= 4% delinquent
Unsuccessful > 4% delinquent

4.1.5 Prompt Pay – This measure tracks the timely payment of vendor invoices.

Fully Successful <= 98.5%
Partially Successful >= 97% - < 98.5%
Unsuccessful < 97%

4.1.6 Prompt Payment Interest – This measure tracks the amount of Prompt Payment Interest paid to commercial vendor as a result of a component processing invoices late.

Fully Successful <= \$200 per million of invoices processed
Minimally Successful > \$200 - <= \$300 per million
Unsuccessful > \$300 per million of invoices processed

5.0 Deliverables

5.0.1 The Contractor shall provide qualified employees per Section 6.3 to perform assigned tasks that support the mission objectives in each of the four functional areas identified in Section 3.0. Approximately 1,920 labor hours per year per contractor employee will be required. The government estimates a base year quantity of approximately 50,000 labor hours for all labor categories.

5.0.2 The labor skill categories include but are not limited to General Clerk I and II, Accounting Clerk II and III, and/or other administrative position classifications as identified in the wage determination schedule. Attachment A shows descriptions of the occupations as defined by the Department of Labor Wage and Hour Division, Service Contract Act, Directory of Occupations.

5.0.3 Upon award of this BPA the contractor shall provide at a minimum 26 individuals who have received background investigations and have been fully-cleared by CBP to report to work the first day of the contract service period.

5.0.4 A Project Leader will be assigned to all task orders. The Project Leader is a working-level position that will be included, not in addition to, the number of required contractor personnel. The COTR and contractor shall concur to identify the position level for the project leader function for the task order. The Project Leader will be responsible for:

- Assigning work that has been previously discussed and outlined between the COTR and the Key Personnel.
- Day-to-day communication with contractor personnel assigned to the task order.
- Answering questions from contractor personnel and clarifying instructions and work assignments.
- Meeting regularly with the Key Personnel to communicate any issues that will effect the successful completion of the task order.

5.1 Description of Tasks

5.1.1 The Contractor shall develop, analyze, and review reports and/or other documents and provide the results of that analysis. These duties shall include assisting with the preparation of the quarterly reports to the Department of the Treasury and Annual Performance and Accountability Report.

5.1.2 The Contractor shall perform various analytical and administrative duties related to the support of day-to-day payroll processes such as, but not limited to, analyzing and reconciling pay issues, processing actions associated with employee pay adjustments, researching and resolving payroll errors, and responding to employee pay inquiries.

5.1.3 The Contractor shall perform various analytical and administrative duties related to the support of CBP's payment process such as, but not limited to, invoice payments and travel voucher processing. Other duties may also include providing statistics, performing mail duties, responding to e-mail/voice mail, etc.

5.1.4 The Contractor shall provide helpdesk support functions, including but not limited to, receiving and responding to customer inquiries and complaints via telephone and electronic sources.

5.1.5 The contractor's work output shall meet statutory and/or regulatory requirements, including but not limited to established laws, regulations, directives, policies and procedures. These documents and guidance will be provided by the COTR to the task order project lead.

6.2 Recruitment and Retention Experience

6.2.1 The mission of CBP will be adversely impacted if the contractor experiences significant employee turnover. In order to minimize disruption in work and unnecessary training expenses caused by contractor personnel turnover the contractor shall ensure a successful candidate screening plan is in place during the term of the BPA.

6.2.2 The contractor shall provide a recruitment and retention plan as part of the proposal process for review by the evaluation team. The contractor shall ensure a successful recruitment/retention plan is in place during the term of the BPA to recruit and retain employees to work in the Indianapolis IN area.

6.2.3 The contractor shall demonstrate how they will provide candidates as required with the appropriate clearance within 2 weeks of the request date received from the COTR.

6.2.5 At least two (2) key personnel shall have a background of at least two (2) years in recruiting for the accounting field. Key personnel shall have completed a 4-year program at an accredited college or university in any field of study. Titles of key personnel may vary therefore the position is defined as the contractor's lead recruiter/interviewer; i.e. the person who recruits, interviews, and selects potential candidates for employment.

6.2.6 The COTR shall be notified in writing no less than 10 business days in advance of any proposed changes to key personnel. Key personnel shall only be replaced with individuals possessing equal or greater qualifications than the predecessor. The COTR must be notified and in agreement with the newly selected person(s).

6.3 Qualifications of Contractor Personnel

6.3.1 The contractor shall provide capable and competent personnel able to complete the duties stated for each position's applicable labor category description. The contractor shall only provide individuals possessing the appropriate skills, knowledge, experience, work ethic, and quality of work to enhance CBP's ability to meet established performance measures.

6.3.2 The contract staff shall demonstrate the ability to successfully use problem solving techniques and possess analytical skills for researching and resolving problems.

6.3.3 The contractor shall ensure that all personnel assigned to work on this BPA and subsequent task orders written against this BPA shall have the following minimum qualifications:

- 6.3.3.1 Ability to read, write, understand, and communicate in English;
- 6.3.3.2 Ability to follow oral and written directions to complete assigned tasks;
- 6.3.3.3 Ability to perform problem-solving techniques and demonstrate analytical skills;
- 6.3.3.4 Ability to perform multiple tasks and work well with others;
- 6.3.3.5 Demonstrate proficiency with Microsoft Word, Excel and at least one (1) e-mail software application, preferably Outlook.

6.3.4 Any tests used to determine candidate minimum qualifications shall be directly administered by the contractor at the contractor's office.

6.3.5 In addition to the Department of Labor description provided in Attachment A, the Accounting Technician and General Clerk candidates must have the following:

- 6.3.5.1 A high school diploma or a General Equivalency Diploma (GED) and a minimum of 2 years of post high school education from an accredited college or university in a business, management, finance or accounting field of study;
- Or
- 6.3.5.2 A high school diploma or a General Equivalency Diploma (GED) and a minimum of 2 years of post high school education from an accredited college or university in any field of study and have at least one

year of experience in the field of business,
management, finance or accounting;

Or

6.3.5.3 A candidate has completed a 4-year program at an
accredited college or university in any field of study.

6.3.6 Highly qualified candidates not meeting the above minimum requirements
will be considered on a case-by-case basis by the COTR.

6.3.7 If CBP is not satisfied with the performance of a contract employee, the
contractor shall take appropriate personnel action to ensure the
performance concern is promptly resolved. If a contract employee has
performance issues that cannot be promptly resolved, the contractor shall
replace the contract employee with another contract employee at no
additional cost to CBP.

7.0 Security Requirements/Background Investigations

7.1 The contractor will comply with all DHS and CBP administrative, physical
and technical security controls to ensure that the government's security
requirements are met. Contractor employees will require access to CBP
controlled facilities, information systems and/or sensitive but unclassified
information and shall either be U.S. citizens or have a lawful permanent resident
status. The following security screening requirements apply to both U.S. citizens
and lawful permanent residents hired as contractors.

A background investigation is conducted to ensure that the candidate is reliable,
trustworthy, of good conduct and character and loyal to the United States, i.e.,
suitable for employment.

7.2 All employees working in contractor positions within CBP must undergo a
Background Investigation (BI) to determine suitability for employment with CBP.
This type of BI is called "High Risk" and is initiated using the Standard Form-85P,
Questionnaire for Public Trust. Each candidate must successfully pass this
investigation.

7.3 The background investigation consists of a National Agency Check (a
check of the files of a number of government agencies such as the FBI)
fingerprint analysis, credit and criminal history checks, records checks to verify
citizenship of family members, verification of birth, education, employment
history, and military history. Interviews will be conducted with sources who know
the candidate and any current or former spouse (divorced within the past ten
years). Residences will be confirmed, neighbors interviewed, and public records
queried for information about bankruptcies, divorces, and criminal or civil
litigation. Additional interviews will be conducted, as needed, to resolve any
inconsistencies or developed issues.

7.4 Candidate assignment by the contractor project lead and key personnel may begin after successful completion of the first stage of the background investigation which provides 'Limited Access'. Limited Access is a CBP Office of Information Technology (OIT) term to identify personnel who have passed an initial or preliminary suitability screening and only gives the individual limited computer access to e-mail and the Internet. The individual is not eligible for CBP systems and networks access until completion of a favorable BI. The background investigation will continue until full suitability is obtained or denied. All candidates must obtain full suitability to retain task order assignment.

7.5 The contractor shall demonstrate that a preliminary credit check and a local criminal history check detailing the last two (2) years from the county in which the candidate has resided have been performed. Candidates with criminal records are considered unacceptable.

7.6 The contractor shall only provide personnel that have completed a preliminary background check that indicates the capability of favorably passing a full field five year employment background investigation.

7.7 Contractor employees working on-site at government facilities shall wear a government-issued identification badge. All contractor employees shall identify themselves as contractors when their status is not readily apparent.

8.0 GENERAL INFORMATION

8.1 Disclosure of Information

8.1.1 Any information made available to the contractor by the government or its customers shall be used only for the purpose of carrying out the provisions of this BPA and subsequent task orders written against this BPA. This information shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the BPA and subsequent task orders written against this BPA. This includes information that is unclassified, sensitive, for official use only and regular information that is viewed and handled on a daily basis.

8.1.2 In the performance of this BPA and subsequent task orders written against this BPA, the contractor shall assume responsibility for the protection of the confidentiality of government records. Contractor employees are required to complete and sign a Non-Disclosure Agreement, DHS Form 11000-6.

8.2 Technical Points of Contact

8.2.1 The Contracting Officer shall appoint a COTR for the BPA. A COTR shall also be assigned to individual task orders as necessary. The COTR is

responsible for providing technical guidance and oversight within the scope of the BPA and/or task order. In carrying out these responsibilities the COTR will operate within the scope of applicable regulations, specifically delegated authorities, program authorities and funding limitations. The COTR has no authority to make changes to the terms and conditions of the BPA.

8.2.2 All BPA or task order administration issues will be managed by the Contracting Officer.

8.2.3 The Contractor and COTR shall concur on the position level for the project leader for individual task orders.

8.3 Government Furnished Property (GFP)

CBP will furnish and retain possession of all equipment, supplies and any other necessary items required to perform the duties defined in the individual task orders including: workspace (desks, chairs), computers, printers, telephones, other communication equipment, and general office supplies (pens, paper, staplers, paperclips, etc.).

8.4 Travel

All travel and travel reimbursements shall be in accordance with the Federal Travel Regulations. An estimate of the expenses shall be submitted in advance of all trips and shall be approved by the COTR prior to the contract employee departing on the trip. The contractor shall be reimbursed for expenses related to travel only when travel is for official business and required by CBP. The contractor shall provide receipts for airline tickets, other travel expenses (taxi, rental car, etc.) in addition to lodging and meals.

9.0 Period of Performance

The term of the BPA will be five (5) years. Individual task orders placed against the contract shall cite the specific timeframe of performance.

10.0 Place of Performance

The contractor shall perform all tasks identified in the task order statement of work at a location specified in the task order. General location shall be U.S. Customs and Border Protection located in Intech Park, Indianapolis IN.

ATTACHMENT A

Department of Labor Wage and Hour Division Service Contract Act Directory of Occupations

01000 ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

This category includes occupations concerned with preparing, transcribing, transferring, systematizing, and preserving written communications and records; gathering and distributing information; operating office machines; storing, distributing, and accounting for stores of materials; operating telephone switchboards; distributing mail and delivering messages; and performing other administrative support and clerical duties.

ACCOUNTING CLERK (Occupational Base)

Performs one or more accounting tasks such as posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, postings, etc.; preparing journal vouchers; or making entries or adjustments to accounts.

Level I and II require a basic knowledge of routine clerical methods and office practices and procedures as they relate to the clerical processing and recording of transactions and accounting information. Levels III and IV require a knowledge of and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system, where there are few variations in the types of transactions handled. In addition, some jobs at each level may require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

01012 ACCOUNTING CLERK II

Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

01013 ACCOUNTING CLERK III

Uses knowledge of double entry bookkeeping in performing one or more of the following:

- posts actions to journals,
- identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes;
- reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings,
- prepares documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material.
- on routine assignments, employee selects and applies established procedures and techniques.

Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

01115 GENERAL CLERK I

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing pre-coded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

01116 GENERAL CLERK II

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.