

Department of Homeland Security
Customs and Border Protection
Scope of Work
for
Temporary Help Services
National Finance Center
Indianapolis, Indiana

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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, 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 temporary help services provided by the contractor shall be non-personal; therefore, the contractor shall provide key personnel to act as project leads between CBP and contractor personnel, assign tasks, target completion dates, and perform administration duties as necessary.

2.0 Program Objective

The purpose of this effort is to support the mission of the National Finance Center (NFC) in Indianapolis, Indiana by providing Temporary Help Services in the form of General Clerks and Accounting Clerks.

3.0 Scope of Work

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

3.1 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:

3.1.1 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.

3.1.2 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.

3.1.3 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.

3.1.4 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.

4.0 General Requirements

4.1 The contractor shall provide staffing Monday through Friday between 6:00 AM and 6:00 PM local time. 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.

4.2 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 effort may be required to satisfy workload deadlines. Overtime rates for overtime hours worked shall only be charged to the Government if overtime rates are listed in the contractor's General Services Administration (GSA) Federal Supply Service (FSS) price list. If overtime rates are not part of the GSA FSS price list, overtime hours shall be billed at the standard hourly rate. Overtime costs are then reimbursable as indirect cost in accordance with the Contractor's established accounting policies.

4.3 The contractor shall ensure adequate coverage is maintained for customer service functions during periods of government-only early release, such as early dismissal the day prior to a holiday. Contractor personnel shall only be dismissed if the site is being closed due to situations such as inclement weather, potentially hazardous conditions, explosions, or other special circumstances. Although contractor performance will be excused, costs incurred because of site closure are reimbursable as indirect cost in accordance with the Contractor's established accounting policy.

4.4 The contract staff shall maintain all training requirements for CBP IT systems access. 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 maintain any changes to this requirement that are implemented after the award of the contract.

4.5 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 and must be approved in writing by the Contracting Officer.

4.6 This contract is covered by the Service Contract Act (SCA). The SCA requires that each service employee employed in the performance of an SCA covered contract be paid at least the minimum wage and fringe benefits as determined by the Department of Labor.

4.7 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.

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

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

4.10 Any contract personnel working under a previous contract will be given the right of first refusal on the new contract. Each employee who moves from a contract that is not renewed to a new contract shall maintain their current rate of vacation accrual at the time the previous contract was terminated.

5.0 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.

5.1 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.

5.1.1 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

5.1.2 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

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

Fully Successful $\leq 96.5\%$
Partially Successful $\geq 90\% - < 96.5\%$
Unsuccessful $< 95\%$

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

Fully Successful $\leq 2\%$ delinquent
Partially Successful $>2\% - \leq 4\%$ delinquent
Unsuccessful $> 4\%$ delinquent

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

Fully Successful $\leq 98.5\%$
Partially Successful $\geq 97\% - < 98.5\%$
Unsuccessful $< 97\%$

5.1.6 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 $\leq \$200$ per million of invoices processed
Minimally Successful $> \$200 - \leq \300 per million
Unsuccessful $> \$300$ per million of invoices processed

6.0 Deliverables

6.0.1 The Contractor shall provide qualified employees to perform assigned tasks that support the mission objectives in each of the four functional areas identified in Section 3.0. Approximately 1,927 labor hours per year per contractor employee will be required. The government estimates a base year quantity of approximately 50,000 labor hours.

6.0.2 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.

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

6.1 Description of Tasks

6.1.1 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.

6.1.2 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.

6.1.3 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.

6.1.4 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.

6.1.5 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 contract staff in each of the individual functional areas.

6.2 Recruitment and Retention Experience

6.2.1 In order to minimize disruption in work and unnecessary training expenses caused by contractor personnel turnover, the contractor shall have a successful record of employee recruitment and retention. This includes hiring and retention procedures that ensure the contractor is able to identify, screen, place and retain qualified candidates to fulfill the service requirements under this contract. The contractor shall develop and present a candidate screening process to the COTR and Contracting Officer for input and review.

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

6.2.3 The contractor shall demonstrate how they will maintain a per annum retention rate of no less than 85%.

6.2.4 The contractor shall have a minimum of five years history with the successful placement of (25-40) personnel for accounting/financial firms.

6.2.5 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.

6.2.6 At least two (2) key personnel shall have a background of at least two (2) years in recruiting for the accounting field and possess a minimum of five (5) years of recruiting experience. 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.

6.2.7 The contractor shall submit resumes of each key personnel at the time that the proposal is submitted.

6.2.8 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.

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. The contractor shall ensure that its staff maintains any generally required professional certification, accreditation and proficiency relative to their area of expertise.

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 contract 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 local 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 minimum of 2 years of education beyond high school from an accredited college or university in a business, management, finance or accounting field of study;
- Or
- 6.3.5.2 A minimum of 2 years of education beyond high school 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 will be considered on a case-by-case basis by the COTR.

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 shall 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 contract assignment.

7.5 Contract personnel may report for assignment prior to obtaining limited access with COTR approval.

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. Written confirmation must be provided to the COTR prior to the contract employee reporting for work. Candidates with criminal records are considered unacceptable.

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.

7.8 The contractor shall obtain, review and submit to the COTR a properly completed package of background investigation forms for each acceptable candidate. All necessary CBP background investigation forms will be provided by the COTR.

7.9 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 contract. 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 contract. 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 contract, 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, which will be provided by the COTR.

8.1.3 The contractor will adhere to the requirements found in Part 24 of the Federal Acquisition Regulation, Protection of Privacy and Freedom of Information.

8.2 Technical 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 contract 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 contract.

8.2.2 All contract administration issues will be managed by the Contracting Officer.

8.2.3 The Contractor and COTR shall concur on the position level for the supervisory functions 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 period of performance for the BPA will be five (5) years. Individual task orders placed against the contract shall cite the specific period 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.

11.0 Invoicing and Payment

Billing and payment shall be accomplished by the contractor submitting a detailed invoice for services rendered to the address as shown on the contract award document. A courtesy copy shall be provided electronically to the COTR. Invoices may be submitted on a weekly basis for all services rendered during the period of performance. Invoices shall identify the BPA number and individual task order number(s).