

Statement of Work

AM Business Transformation CBP, Office of Finance Asset Management

Background:

The U.S. Customs and Border Protection (CBP) has the critical task of securing this country's borders, while effectively facilitating the flow of legitimate goods and people. To carry out this mission, CBP employees require a diverse array of assets, including equipment, uniforms, weapons, vehicles, and facilities. The Asset Management organization performs the complex task of planning for, acquiring, and managing these assets.

- ❖ AM is responsible for the management of a broad range of assets and information services including seized and forfeited property and general order merchandise; personal property; fleet acquisition, management, and disposal; uniforms, and national programs such as mail services, forms and records management, printing and graphics, and national travel services. In addition, AM provides shared services to the Immigration and Customs Enforcement (ICE) in the areas of forms management, printing and graphics, and fleet acquisition services.

An efficient organizational structure and enhanced capabilities are essential to the success of the Office of Finance, and AM, in this fast-moving, growing and highly visible environment. Contractor support to capability building activities is a critical component in helping the organization to meet the growing mission of CBP as effectively as possible.

Purpose: The purpose of this task order is to acquire contractor services to support AM in developing a cohesive vision for the directorate including mission and goals, supporting strategic planning and analysis, business process engineering, development of standard operating procedures, human capital assessments and other workforce program development taskings.

Task Area: Organizational Improvement Support

In cooperation with CBP Subject Matter Experts, the services provider will be expected to use their understanding of CBP operational and business priorities and recommended organizational structure to provide value added and quality driven products and services as follows:

- AM Workforce and Professional Development
- Strategic Program Analysis and Quality Assurance

Key Deliverables:

AM Workforce and Professional Development

- Develop a human capital strategy for AM that will enable the directorate to clearly identify, retain and develop talent
- Develop a hiring and staffing to budget approach for FY2009 to support decision-making process resulting in collaborative and efficient staffing decisions
- Establish a basis for an overall training infrastructure including requesting, scheduling and tracking of employee training.
- Upgrade AM position descriptions so as to better define employee career paths
- Support the development of Individual Development Plans for all AM position descriptions
- Develop a human capital communication strategy to ensure HR related information is clearly communicated to all stakeholders
- Work with AM HR staff to carry out daily transactional activities
- Support workforce development through management tools such as the KMS.

Strategic Program Analysis and Quality Assurance

- Develop a formal strategic plan that highlights goals, objectives, required capabilities, and an improvement roadmap
- Conduct management analyses of AM programs
- Support the development and implementation of AM operational policies and standards
- With AM Leadership, identify major issues, develop and pilot potential improvements, and make recommendations through action plans
- Develop and recommend re-engineered business processes to enhance operational effectiveness
- Support the development of program performance metrics
- Develop templates, tools and checklists to support standardization and quality of all AM reports and deliverables
- Support the implementation of internal controls to improve overall coordination among divisions and ensure compliance with CBP policy and standards
- Provide operational support to divisions and programs based on immediate organization priorities

Anticipated Contractor Staffing Level – Workforce and Professional Development:

- Human Capital Lead (1 full time)
- Workforce Planning Specialist (1 full time)
- Workforce Planning Analyst (1 full time)
- Professional Development Specialist (1 full time)
- Professional Development Analyst (1 full time)

Anticipated Contractor Staffing Level – Strategic Program Analysis and Quality Assurance:

- Strategic and Performance Lead (1 full time)
- Business Process Specialist (1 full time)
- Business Process Analyst (1 full time)
- Policy and Performance Specialist (1 full time)
- Policy and Performance Analyst (1 full time)

Additional project management, executive, and support personnel will be required as well as potential travel to field facilities, and the potential need for some contractor facility space outside AM building areas.

Period of Performance:

One year with a possibility of 3 year extensions.

Place of Performance:

Onsite contractor support is expected as part of this task order. Office equipment and supplies, equipment and desktop configuration, and office support services for onsite contractors are limited to those provided for government personnel with similar roles and responsibilities and onsite contractors must comply with CBP guidelines and standards.

Travel:

Although very little travel is anticipated, contractors are expected to travel as required in support of FM&E and AM operational requirements and key deliverables under this BPA. Contractors may be required to travel up to 2 times, ranging from 1 to 5 days. Travel destinations may include, but are not limited to, Dallas, Texas; and Indianapolis, Indiana. Travel expenses will be reimbursed in accordance with Federal Travel Regulations (FTR) and Federal Government rules and regulations. Contracting Officer Technical Representative (COTR) must authorize and approve all travel in advance.

Invoices

The contractor shall submit invoices under this BPA on a monthly basis no later than the 10th of each month. Invoices shall be prepared only for billable hours with copies of approved timesheets for each individual contractor employee attached. At a minimum, invoices must include a detailed breakdown by employee of the total number of hours being billed by day, the hourly rate being charged, and the cumulative invoice for the BPA. Invoices are to be submitted to the COTR. The invoices and monthly reports may be compared against the sign-in/sign-out log to substantiate billing hours.

Security Procedures

- **Controls**

The Contractor shall comply with CBP administrative, physical, and technical security controls to ensure that the Government's security requirements are met.

- **Identification Badges**

All Contractor employees shall be required to wear identification badges when working in Government Facilities.

- **Security Background Date**

A contractor employee shall not begin working under the contract until the entire background investigation (BI) is completed with approval from CBP, Security Programs Division. Exceptions to this requirement will be handled on a case-by-case basis, and access to facilities, systems, data, etc. will be limited until the individual is cleared.

Contractor employee personnel hired to work within the United States or its territories and possessions that require access to CBP facilities, information systems, security items and products, and/or sensitive but unclassified information shall either be U.S. citizens or have lawful permanent resident status.

The following security screening requirements apply to both U.S. citizens and lawful permanent residents who are hired as Contractor personnel. All personnel employed by the Contractor or responsible to the Contractor for the performance of work hereunder shall either currently possess or be able to favorably pass a background investigation. Failure of any Contractor personnel to pass a BI means that the Contractor has failed to satisfy the contract requirement to provide cleared personnel. The continuing failure to meet the requirement to provide cleared personnel is grounds for termination of the contract, unless cleared personnel are timely provided as replacements. The Contractor must provide a qualified replacement capable of passing a BI for any person who fails to successfully pass a BI. This policy applies to any personnel hired as replacements during the term of the BPA. The Contracting Officer must approve all personnel replacements.

Completed contractor BI packages are to be submitted to the COTR for coordination with the CBP Security Programs Division.

- **Notification of Personnel Changes.** The Contractor shall notify the Contracting Officer's Technical Representative and Contracting Officer via phone, FAX, or electronic transmission, no later than one workday after any personnel changes occur. Written confirmation is required for phone notification. This includes, but is not limited to, name changes, resignations, termination, and reassignments (i.e., to another contract.) The Contractor shall notify the OIT Information Systems Security Branch (ISSB) of any change in access requirements for its employees no later than one day after any personnel changes occur. This includes name changes, resignations, terminations, and transfers to other Contractors. The Contractor shall provide the following information to OIT ISSB at TEL: (b) (6) and FAX (703) 92106570: full name, social security number, effective date, and reason for change.
- **Separation Procedures**
In accordance with Customs Directive No. 51715-006, "Separation Procedures for Contractor Employees," the Contractor is responsible for ensuring that all separating employees complete relevant portions of the Contractor Employee Separation Clearance, Customs Form 242. This requirement covers all Contractor employees who depart while a contract is still active (including resignation, termination, etc.) or upon final BPA completion. Failure of a Contractor to properly comply with these requirements shall be documented and considered when completing Contractor Performance Reports.
- **General Security Responsibilities During Performance**
The Contractor shall ensure that its employees follow the general procedures governing physical, environmental, and information security described in the various CBP regulations, pertaining thereto, good business practices, and the specifications, directives and manuals for conducting work to generate the products as required by this BPA. Personnel will be responsible for the physical security of their area and

government furnished equipment (GFE) issued to them under the provisions of this BPA.

- **Non-Disclosure Agreements**

When determined to be appropriate, Contractor employees may be required to execute a non-disclosure agreement as a condition to access of sensitive but unclassified information.