

ATTACHMENT J.2

**CTSC LETTER OF INTENT TO INCLUDE INCUMBENT
SMALL BUSINESSES**



Tel: 703.822.CTSC (2872)
Fax: 703.822.2868
www.ctsc.net

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Bureau of Customs and Border Protection
1300 Pennsylvania Avenue, NW
Suite 1310, National Place
Washington, DC 20229

Attention: (b) (6)

Subject: Letter of Intent

(b) (4)

(b) (6)

Group Vice President
Chenega Technology Services Corporation

ATTACHMENT J.3

**INITIAL PERFORMANCE MEASURES AND
AWARD FEE PLAN**

SIX MONTH TRANSITION: PIC PERFORMANCE MEASURES

Performance Requirement	Performance Standard	Performance Measurement
<p>A: Business Management</p> <p>1. Provide day to day managerial functions in the accomplishment of the activities in Transition Plan.</p> <p>2. Develop a financial reporting system.</p> <p>3. Sub-Contract Initiation: Establish agreements with subcontractors</p> <p>4. Cost Control: Control the costs rigidly on a cost plus contract</p> <p>5. Schedule and performance objectives are achieved</p>	<p>Program requirements are understood and met through the establishment of a Program Office</p> <p>Financial reporting system to comply with standard accounting principles.</p> <p>PIC to initiate discussion with OEM's to ensure uninterrupted service coverage for all HTEE equipment</p> <p>Develop a cost structure for establishing and operating the PIC. Use the most cost effective means to operate the PIC. Maintain cost records for verification</p> <p>At least 95% of Program Cost, schedule and performance objectives are achieved</p>	<p>Monthly management reviews, Monthly cost, schedule, and status reviews are initiated. Quarterly progress reviews</p> <p>PIC Financial reports approved and implemented.</p> <p>PIC contract assumption plan for OEM's and contractors approved and established.</p> <p>Actual costs are no more than 10% greater than planned costs in the first contract period. Verify costs by conducting an audit. Spot audits conducted every quarter</p> <p>Monthly cost, schedule, and status reviews will include but not limited to, Technical performance measures including Availability, Life cycle cost, maintenance labor hours per operating hours, mean time between failures and mean customer wait times.</p>

<p>6. Quality Assurance: Establish a quality management plan</p> <p>7. On going PIC actions</p> <p>8. Timely corrective and preventive action</p>	<p>Comply with the ISO 9000 requirements</p> <p>Ongoing program activities are monitored to assess the status of the tasks being performed and the results of those tasks in terms of desired characteristics and metrics.</p> <p>Initiation of corrective action required overcoming any noted deficiencies in achieving program objectives. At least 90% of the previous quarters corrective actions will have been initiated by the start of the succeeding quarter.</p>	<p>PIC service delivery quality measurement plan approved.</p> <p>Follow up monthly reviews to ensure that the ongoing PIC actions have been completed.</p> <p>Follow up reviews to ensure that the corrective actions have actually resolved the problem.</p> <p>Assess other aspects of program to ensure that additional problems have not been created as a result of the change.</p>
<p><u>B: Operations Management</u></p> <p>1. Transition: Complete the transition process from the current Operation to operation under PIC</p> <p>2. Maintenance: Take over the National Technology Service Center & Field Technicians maintenance actions</p>	<p>PIC completes its transition effort within 4 months after the award of the contract</p> <p>PIC completes its transition and takes over the full responsibility for National Technical Service Center & Field Technicians Maintenance actions within 4 months after award of the contract at the current level Develops an action plan to improve management and maintenance of the HTEE</p>	<p>Provides a detailed Project Action and transition plan within 30 days of contract award.</p> <p>Progress monitored every month. Progress Review with the PIC management team to determine the transition progress.</p> <p>Timely takeover of all current maintenance contracts</p>

<p>3. Training: PIC takes full responsibility for HTEE Technical training Course Instruction</p>	<p>PIC completes its transition and takes over the full responsibility for HTEE training programs within 4 months after award of the contract at the current level Develops an action plan to improve training plan of HTEE operators.</p>	<p>Progress monitored every month. Progress Review with the PIC management team to determine the transition progress.</p>
<p>4. Property: Initiate the process to inventory the deployed HTEE assets</p>	<p>PIC develops, within 6 months, an efficient way of tracking the HTEE inventory</p>	<p>Spot check the ongoing inventory list every quarter with 0% error</p>

INITIAL SIX MONTH TRANSITION PIC AWARD FEE PLAN

Performance Requirement	% of Award Fee
A: <u>Business Management</u>	(b) (4) of total
1. Provide day to day managerial functions in the accomplishment of the activities.	(b) (4)
2. Develop a financial reporting system.	(b) (4)
3. Sub-Contract Initiation: Establish agreements with subcontractors	(b) (4)
4. Cost Control: Control the costs rigidly on a cost plus contract	(b) (4)
5. Schedule and performance objectives are achieved	(b) (4)
6. Quality Assurance: Establish a quality management plan	(b) (4)
7. On going PIC actions	(b) (4)
8. Timely corrective and preventive action	(b) (4)
B: <u>Operations Management</u>	(b) (4) of total
1. Transition: Complete the transition process from the current Operation to operation under PIC	(b) (4)
2. Maintenance: Take over the National Technology Service Center & Field Technicians maintenance actions	(b) (4)
3. Training: PIC takes full responsibility for HTEE Technical Training Course Instruction	(b) (4)
4. Property: Initiate a planned process to inventory the deployed HTEE assets	(b) (4)
	Total: 100%