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**U.S. Customs Service  
Office of Finance  
Procurement Division**

Facilitated Improvement in Performance Based Contracting

*“Feed a man a fish and he eats for a day.  
Teach him to fish and he eats for a lifetime.”*

Statement of Objectives.

The U.S. Customs Service desires to create and execute a comprehensive strategy for exceeding the Administration’s goals relating to Performance Based Contracting. The objective is nothing short of a cultural transformation: The Customs Service will use Performance Based Contracting (PBC) methods whenever feasible for acquiring services. The expected outcome will be that PBC is the standard business practice within Customs acquisition.

The offerors are required to propose a comprehensive strategy for achieving this outcome. While offerors have complete flexibility to propose their own solutions, the Customs Service offers the following ideas that might be useful to offerors in preparing their proposed strategies:

- The Customs workforce will have been mostly trained in the objectives and methods of Performance Based Contracting prior to the start of this contract. The contractor should review workforce training to date to assure adequacy to purpose and to identify any gaps in training that must be filled to achieve a successful outcome.
- The contractor should develop an effective marketing strategy that will assure that all customers are educated regarding the purpose and methods of Performance Based Contracting, and should facilitate its execution.
- It is critical that the Customs workforce is enabled to take the tenets of Performance Based Contracting and employ them through hands-on practice. The contractor should develop the various marketing tools needed to assist the contracting workforce in their marketing efforts.
- The contractor should assist contracting and customer personnel in transforming new procurements to Performance Based Acquisitions, especially regarding acquisition strategies, statements of objectives, contract performance measures, and source selection planning.

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- The contractor should provide an effective means to assess lessons learned from individual procurements and to effectively disseminate these lessons back to the contracting and customer workforces.
  - The contractor should provide an effective effort to identify and review current contracts that are not performance based and facilitate their potential transition to a Performance Based Contract.
  - Because the ultimate objective is to create an organization (i.e., the Customs Service) that is fully able to independently execute a Performance Based Contracting strategy, the contractor should propose performance measures for this contract that will effectively demonstrate whether this objective is being achieved.