

US CUSTOMS BORDER PATROL ACADEMY (CBP), DHS

Project Title

ACMS

Contact No.

GS-35F-0058N

Contract Type

GSA

Period of Performance

October 1st, 2004 – September 30th, 2005

Contact

Chief of Administrative Systems Section (Formerly OIRM Representative for USBPA)

PROJECT DESCRIPTION

ENVISAGE provides management consulting, systems development, implementation, and operations and maintenance support to the CBP Academy as it relates to the previously-described Academy Class Management System (ACMS) platform. The relationship between ENVISAGE and CBP Academy began in 2002 with the creation of this agency within the Department of Homeland Security.

As is true in the experience of the other participating academies, ACMS provided the CBP Academy with an automated and modernized academy management system, with the ability to manage people (students/instructors), curriculum, and resources (classrooms/special-use facilities). ACMS' sophisticated management reporting has allowed the CBP Academy to immediately reduce the cost of attrition and better target recruiting efforts thus resulting in substantial cost savings.



Currently, CBP is one of the five (5) academies sharing the ACMS system. The CBP Academy is implementing and utilizing the Automated Scheduling functionality in order to create model schedules, forecast future training needs, and optimize resource utilization.

CLIENT EVALUATION OF ENVISAGE PERFORMANCE

1. **Quality of product or service, including consistency in meeting goals and targets, and cooperation and effectiveness of the Prime in fixing problems.**

Comments

ENVISAGE is fully committed to quality assurance. They strive for state of the art perfection of product and service.

2. **Cost control, including forecasting costs as well as accuracy in financial reporting.**

Comments

ENVISAGE demonstrates a strong ability to analyze and report cost of projects/tasks.

3. **Timeliness of performance, including adherence to contract schedules and other time-sensitive project conditions, and effectiveness of home and field office management to make prompt decisions and ensure efficient operation of tasks.**

Comments

ENVISAGE is consistent, dependable and accurate in carrying out responsibilities to a successful conclusion. Verbal and written commitments are consistent with actions.

4. **Customer satisfaction, including satisfactory business relationship to clients, initiation and management of several complex activities simultaneously, coordination among subcontractors and developing country partners, prompt and satisfactory correction of problems, and cooperative attitude in fixing problems.**

Comments

Customer satisfaction and business relationships are outstanding. Personnel continuously demonstrate a high level of initiative and excel in developing innovative and creative solutions to any problems that arise. ENVISAGE continues to demonstrate the ability to maintain essential operations covering a variety of functions. Conveys a willingness to help when called upon.

5. **Effectiveness of key personnel including: effectiveness and appropriateness of personnel for the job; and prompt and satisfactory changes in personnel when problems with clients were identified.**

Comments

All key personnel demonstrate a high level of technical competence and the ability to weigh both technical and human relations to each task/project. If needed, ENVISAGE has demonstrated the ability to work well with others in effectively solving problems at early stages, developing cohesive solutions, which benefits both ENVISAGE and client.

It is an honor to work with ENVISAGE and their personnel.