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United States Senate

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December 19, 2018

The Honorable Kevin K. McAleenan
Commissioner
United States Customs and Border Protection
1300 Pennsylvania Ave. NW
Washington, DC 20229

Dear Commissioner McAleenan:

I am troubled by a recent Department of Homeland Security Office of Inspector General (OIG) alert that found that U.S. Customs and Border Protection (CBP) risks wasting millions of taxpayer dollars on a contract that is not meeting its proposed performance expectations.

This alert, *CBP Needs to Address Serious Performance Issues on the Accenture Hiring Contract*, examined a CBP contract worth \$297 million to help recruit and hire 7,500 agents and officers for the agency. OIG found that in the first ten months of the contract, CBP paid approximately \$13.6 million for startup costs, security requirements, recruiting, and applicant support, but that the contractor has processed only two accepted job offers. OIG also concluded that the contractor failed to meet deadlines, used CBP resources instead of its own to fulfill contract obligations, and has not provided agreed-upon technological innovations. Indeed, OIG suggests that “CBP may have paid . . . for services and tools not provided.”

Securing our borders is essential. We need well trained CBP agents and officers on the job to make sure people and contraband are not entering our country illegally. It is therefore disappointing that millions of tax dollars that were supposed to be spent to achieve this important goal have yielded little in return. Contractors need to be held accountable to ensure they provide the results they promised. Without diligent oversight, CBP risks wasting more money on this failing effort. Thus, to ensure that CBP is taking the necessary steps in response to this alert, I seek the following information:

1. What is the status of implementing OIG’s four recommendations? When does CBP plan to complete implementation?
2. OIG reports that CBP modified the contract as a result of the contractor’s delays. Did CBP impose any consequences on the contractor in return for these modifications, and if so, what were those consequences?
3. Prior to the OIG alert, what oversight did CBP perform over the contractor? What changes has CBP made to its oversight efforts? Does the contract include any

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accountability provisions? Does CBP plan to pursue damages or terminate this contract? If CBP performed any written evaluations of the contractor, please provide those documents.

4. Is CBP capable of meeting its goal to hire 7,500 new agents in five years? If so, what changes does CBP plan to make to achieve this goal?
5. Does CBP intend to include accountability and performance measures in future contracts to avoid situations like this?

Please provide your response in writing by January 9, 2019.

Thank you in advance for your prompt attention to this matter. If you have any questions about this request, please have your staff contact John Lin on the Budget Committee staff at 202-224-0642.

Sincerely,

A handwritten signature in black ink that reads "Michael B. Enzi". The signature is written in a cursive, slightly slanted style.

Michael B. Enzi
Chairman
Committee on the Budget