

**COW-3-A-0094**

**CMI FACILITIES SERVICE**



**Request for Quotation (RFQ)  
and Amendments to RFQ  
(pages 1 – 125)**

**&**

**Blanket Purchase Agreement  
(pages 126 – 224)**

<b>REQUEST FOR QUOTATION (THIS IS NOT AN ORDER)</b>		THIS RFQ <input checked="" type="checkbox"/> IS <input type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE.		PAGE OF PAGES 1 1	
1. REQUEST NO. COW-3-Q-0037		2. DATE ISSUED 04/16/2003	3. REQUISITION/PURCHASE REQUEST NO. PRO-3-1111		4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1 —
5a. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536		6. DELIVERY BY (Date)			
		7. DELIVERY <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)			
<b>5b. FOR INFORMATION CALL (NO COLLECT CALLS)</b>			<b>9. DESTINATION</b>		
NAME Madan M. Kar		TELEPHONE NUMBER (include Area code) 202-514-1420		a. NAME OF CONSIGNEE Immigration & Naturalization Svc	
<b>8. TO</b>			b. STREET ADDRESS 425 I Street NW		
a. NAME		b. COMPANY		c. CITY Washington	
c. STREET ADDRESS			d. STATE DC		e. ZIP CODE 20536
d. CITY		e. STATE	f. ZIP CODE		
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE ON OR BEFORE CLOSE OF BUSINESS (Date) 05/19/2003		IMPORTANT: This is a request for information, and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or services. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotations must be completed by the quoter.			
<b>11. SCHEDULE (Include applicable Federal, State and local taxes)</b>					
11A. ITEM NO.	11B. SUPPLIES/SERVICES	11C. QUANTITY	11D. UNIT	11E. UNIT PRICE	11F. AMOUNT
0001	THE RECORDS MANAGEMENT SUPPORT SERVICES - THE DETAILED REQUEST FOR QUOTATION IS ATTACHED.	1	LT		
<b>TOTAL</b>					
12. DISCOUNT FOR PROMPT PAYMENT —		a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	CALENDAR DAYS (%);
					NUMBER PERCENTAGE
NOTE: Additional provisions and representations <input type="checkbox"/> are <input type="checkbox"/> are not attached.					
<b>13. NAME AND ADDRESS OF QUOTER</b>			<b>14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION</b>		<b>15. DATE OF QUOTATION</b>
a. NAME OF QUOTER			<b>16. SIGNER</b>		
b. STREET ADDRESS					a. NAME
c. COUNTY					b. TELEPHONE (include Area code)
d. CITY		e. STATE			f. ZIP CODE

AUTHORIZED FOR LOCAL REPRODUCTION  
Previous edition not useable

STANDARD FORM 18 (REV. 6-95)  
Prescribed by GSA-FAR (48 CFR) 53.215-1(a)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. 003	3. EFF. DATE 05/15/2003	4. REQUISITION/PURCHASE REQ. NO. PRO-3-0000	5. PROJECT NO. (If applicable)	
ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208  Washington DC 20536		7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street NW Room 2208  Washington DC 20536		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)			9A. AMENDMENT OF SOLICITATION NO. COW-3-Q-0037	X
			9B. DATED (SEE ITEM 11)	04/16/2003
			10A. MODIFICATION OF CONTRACT/ORDER NO.	/
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

NET CHANGES: \$ 0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

THE FOLLOWING ARE CHANGES TO THE REQUEST FOR QUOTATION NO. COW-3-Q-0037. THE CHANGE PAGES WITH CHANGES HIGHLIGHTED ARE ATTACHED.

1. (a). SECTION 2.21 and 2.21.3; Pages 10 & 11, "KEY PERSONNEL & EMPLOYMENT OF KEY PERSONNEL".

(b). SECTION 4.4.1, PAGE 19, "TECHNICAL CAPABILITY EVALUATION CRITERIA, MANAGEMENT FACTORS".

(c). SECTION 6.2, PAGE 26, "LABOR CATEGORY DEFINITIONS - NON KEY PERSONNEL".

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
3. CONTRACTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA
(Signature of person authorized to sign)			BY
			(Signature of Contracting Officer)
			16C. DATE SIGNED

Vendor  Official  Requestor  
 Receiving  G104 Oblig.  Other

STANDARD FORM 30 (REV. 10-83)  
 Prescribed by GSA FAR (48 CFR) 53.243

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation</b>			<b>1. CONTRACT ID CODE</b>	
<b>2. AMENDMENT/MODIFICATION NO.</b>	<b>3. EFF. DATE</b>	<b>4. REQUISITION/PURCHASE REQ. NO.</b>	<b>PAGE OF PAGES</b>	
003	05/15/2003	PRO-3-0000	2	2

**14. DESCRIPTION OF AMENDMENT/MODIFICATION** (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

2. SECTION 5.1, PAGE 23, PARA 3, "PRICING SCHEDULE EVALUATION CRITERIA".
3. ATTACHMENT A.3, PAST PERFORMANCE QUESTIONNAIRE, PART ONE: INSTRUCTIONS.
4. OFFERORS CAN SUBMIT COPIES OF THEIR GSA SCHEDULE IN HARD COPY FORMAT OR VIA CD-ROM FOR PURPOSES OF PROPOSAL SUBMISSION.
5. THERE ARE NO CHANGES TO THE PROPOSAL SUBMISSION DUE DATE.

Administration. The Offeror shall be responsible to the Government for acts and omissions of its employees and for any Subcontractors and their employees.

### **2.18 Accessibility by Individuals**

Any equipment provided or proposed by the contractor shall be capable of enhancement to provide handicapped employees with sensory, cognitive, and/or motor impairments accessibility to the equipment. The guidelines for these enhancements are established by the National Institute on Disability and Rehabilitation Research and GSA.

### **2.19 Government Furnished Property (GFP)**

The DHS Office of Inspections does not anticipate providing any property to the Offeror beyond that stated in the Statement of Work (Attachment A, Section 9) for the performance of work under the BPA. However, should the Government determine that it would furnish property to the Contractor, the Government will identify the property and provide specific government property reporting and disposition instructions in orders issued under the BPA as applicable. The Government will provide maintenance and repairs on all Government Furnished Property.

In compliance with FAR 45.505-14, by January 31 of each year, DHS contractors shall furnish the contracting officer an annual report of the DHS property for which they are accountable as of the end of the calendar year. (DHS Regulation equivalent to former Department of Justice Acquisition Regulations, JAR part 2845.505-14(a)).

### **2.20 Contractor Location**

DHS will require the Contractor to locate personnel at DHS facilities and field offices or at contractor facilities, according to individual BPA calls. Day-to-day supervision and direct control over the work performed by these individuals shall be the sole responsibility of the Contractor. The Contractor shall provide a Project Manager to serve as a single Point-of-Contact (POC) within the Washington, DC, Metropolitan area.

### **2.21 Key Personnel**

Key personnel on the BPA are defined as the BPA Project Manager (PM) and Assistant Project Manager (APM). Additional Key Personnel may be required for individual BPA Calls, if the Government designates positions as being essential or "key" to the work performed under that Call. Key personnel shall be available to support the requirements of Calls issued under the BPA and ensure that all work performed meets the requirements set forth in the Call.

#### **2.21.1 Substitution or Replacement of Key Personnel**

The personnel specified as key personnel in a given BPA Call are considered essential to the work performed under the BPA. In the event either absences or resignations of any contractor staff, the contractor shall provide fully qualified, experienced and trained alternates to serve as substitutes or replacements for the position. The Contractor shall notify the Contracting Officer no less than 30 calendar days in advance and shall submit justification (including the names and

resumes of the proposed substitutions) in sufficient detail to permit evaluation of the impact on the program. The proposed substitutions shall possess qualifications equal or superior to those of the key person(s) being replaced. The Contractor shall make no substitutions or replacements without the written consent of the Contracting Officer. During the first 120 days of this BPA, no key personnel substitutions or replacements will be permitted unless an individual's sudden illness, death, or termination of employment necessitates such substitutions. In any of these events, the Contractor shall promptly notify the Contracting Officer and provide the information required by the Key Personnel clause. The list of key personnel set forth in this clause may be amended from time to time during the BPA either to add or delete personnel to the Call or BPA itself, as appropriate.

### **2.21.2 Designation of Key Personnel by Call**

The Government reserves the right to identify or require the designation of key personnel in any Call during BPA performance.

### **2.21.3 Employment of Key Personnel**

The PM and APM shall be full-time employees of the prime Contractor at the time of BPA award. The Contractor shall furnish the name, phone number, and resume of the PM and APM and other pertinent information as required by the Government at the time of proposal submission.

### **2.22 Removal of Key and Non-Key Personnel**

The Contractor shall remove any employee from the performance of BPA tasks within 5 business days of receiving written notice to do so from the HQ COTR or Contracting Officer. The removal may be based on such factors as a demonstrated inability to:

- Satisfactorily perform the stated requirements of the Call;
- Work cooperatively and positively with DHS employees or others within the work environment;
- Display proper decorum when dealing with the public, DHS employees, or any other party

The contractor shall immediately remove any Contractor employee whom the HQ COTR or Contracting Officer determines to be a threat to the security or safety of Government records, Government employees, other Contractor employees, or the public.

### **2.23 Standards of Conduct**

In performing task orders issued hereunder, Contractor personnel may be required to interact with high level Government officials. The Contractor shall ensure that all its personnel conduct their work in a professional and responsible manner. All Contractor personnel working on the

#### 4.4.1 Technical Capability Evaluation Criteria

The Technical Capability factor assesses the ability of the Contractor to demonstrate the knowledge, understanding, and technical ability to meet the requirements in the SOW as required in the BPA. The Offeror must address the SOW in its proposal. The Offeror must demonstrate its proficiency in the technical/management support services listed in the SOW.

The following sub-factors will be considered in evaluating the Offeror's Technical Capability, and should be addressed in Offeror's proposals. These factors are of equal importance and, when combined, will comprise the Technical Capability rating. Evaluators will rate each sub-factor separately and the ratings will be rolled up into a summary rating for overall ratings on Management and on Performance. Management and Performance ratings will then be combined into a single rating for Technical Capability.

**Management Factors:** Evaluators will look for evidence of the following in the Offeror's proposal:

- A method that will maintain management and communications control (including security) over a large workforce in geographically dispersed locations
- A demonstration of the Offeror's understanding of working in a Government environment on a nation-wide project with widely dispersed field offices
- A method to provide appropriate personnel in start up situations, to maintain required staffing levels without interruption, and to retain and motivate qualified employees
- Resumes for Key personnel meet or exceed the stated education, general experience, and specialized experience requirements
- A method to show how the Offeror will manage workloads and balance resources in order to meet unanticipated surges in varying locations, including local offices
- An explanation of how the Offeror will assure timely and accurate delivery of invoices and required reports
- A demonstration of the Offeror's understanding of, and ability to establish and maintain, Quality Control operations, quality standards, and continuous quality improvement in a project of this scale

**Performance Factors:** Evaluators will look for evidence of the following in the Offeror's proposal:

- A method to maintain high security standards in projects dealing with sensitive materials that move among dispersed locations
- A method to maintain daily operations in accordance with prescribed procedures and according to required timetables
- An explanation of how the contractor will maintain customer satisfaction, including how customer satisfaction will be ascertained and measured and how remedies will be applied to address any dissatisfaction that occurs
- A method to conduct ongoing training of personnel to meet requirements for special skills and customized procedures
- A method to collect and maintain ongoing productivity data that will produce meaningful and reliable performance reporting

**Example:**  
 GSA Rate: \$50.00/hour  
 Discount: 10%  
 Discounted Rate: \$45.00  
 Discounted Overtime Rate: \$55.00

Note: This example does not imply any Government expectations of rates or discounts. It is presented only as an example of how to complete the worksheet.

Base BPA Year			
Program Management			
New York	Functional Area		1,900 85,500.0
	Supv		0
	Cashier		1,900 66,880.0
			0
	File Clerk		1,900 39,900.0
			0

The Offeror may include a text file, in MS Word, with the Pricing Schedule if it is necessary to include any additional information or explanation of its pricing proposal. The offeror shall certify that their GSA rates properly reflect applicable Department of Labor Wage Determinations, if any.

**5.1 Pricing Schedule Evaluation Criteria**

Price will be evaluated for price reasonableness. The price analysis must take into account that the GSA Schedule price has been deemed fair and reasonable; however, the discounted price may be unrealistic if the base rate (the salary the employee receives) is insufficient to retain quality personnel and keep turnover to a reasonable level. The Government will conduct its price analysis using one or more of the techniques specified in FAR 15.404-1(b).

**Composite rates (rates mapped to a given labor category in this RFQ consisting of a combination of two or more labor categories) are not permitted, and the use thereof shall make the Offeror ineligible for award.**

The total evaluated price is the total discounted labor price for the base year and four (4) additional years. Travel required of the contractor will be specified in individual BPA calls, and all travel shall be allowed only if prior approval is received from the HQ COTR.

**5.2 Other Direct Costs (ODCs)**

If ODC Material and Handling Rates are included in the Offeror's GSA schedule, the Offeror shall state what percentage of the rate they represent. If Material and Handling Rates are not



**Example:**  
 GSA Rate: \$50.00/hour  
 Discount: 10%  
 Discounted Rate: \$45.00  
 Discounted Overtime Rate: \$55.00

Note: This example does not imply any Government expectations of rates or discounts. It is presented only as an example of how to complete the worksheet.

Base BPA Year			
Program Management New York	Functional Area		1,900 85,500.0
	Supv		0
	Cashier		1,900 66,880.0
	File Clerk		0
			1,900 39,900.0
			0

The Offeror may include a text file, in MS Word, with the Pricing Schedule if it is necessary to include any additional information or explanation of its pricing proposal. The offeror shall certify that their GSA rates properly reflect applicable Department of Labor Wage Determinations, if any.

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**Composite rates (rates mapped to a given labor category in this RFO consisting of a combination of two or more labor categories) are not permitted, and the use thereof shall make the Offeror ineligible for award.**

↙ The total evaluated price is the total discounted labor price for the base year and four (4) additional years. Travel required of the contractor will be specified in individual BPA calls, and all travel shall be allowed only if prior approval is received from the HQ COTR.

**5.2 Other Direct Costs (ODCs)**

If ODC Material and Handling Rates are included in the Offeror's GSA schedule, the Offeror shall state what percentage of the rate they represent. If Material and Handling Rates are not

Amend 3, 5-15-03

Assistant Project Manager must possess strong verbal and written communication skills to function in a high level executive environment.

**Specialized Experience:** The Assistant Project Manager must have at least three (3) years of experience relating directly to the management and oversight of records or information systems operations, including administering contracts, overseeing major project operations, supervising personnel, and interacting with technical and functional personnel at all organizational levels. Specific experience is required in managing a large-scale project involving data entry, mail and file management/quality control. Must have a minimum of two (2) years of Government contract management experience.

**Education:** The Assistant Project Manager must have earned an advanced degree (masters level or equivalent) in a field of study directly related to management of contracts, records, finances, businesses or information systems. Related work experience may be substituted for the formal education requirement at a rate of one year of work experience for each year of college credits earned.

## 6.2 Labor Category Definitions – Non-Key Personnel

### 6.2.1 Site Manager

**Duties:** The Site Manager is responsible for the day-to-day Records Operation of the BPA at one of the designated DHS district office sites. Duties include responsibility for and monitoring of the data entry, fee collection/processing, mail and file operations, and quality control processes to insure compliance with the BPA. The Site Manager is responsible for day-to-day planning and for coordination with other BPA supervisors and quality control personnel. Maintains liaison with local DHS management personnel.

**General Experience:** The Site Manager must have at least three (3) years direct records management experience.

**Specialized Experience:** The Site Manager must have at least two (2) years management/supervisory experience in directing a records management program. No substitution of education for specialized experience is permitted.

**Education:** The Site Manager must have a college degree. Professional membership in records or management organizations preferred.

### 6.2.2 Assistant Site Manager

**Duties:** The Assistant Site Manager reports to and assists the Site Manager, and performs the duties of the Site Manager in the absence of the Site Manager. The Assistant Site Manager is responsible, under the direction of the Site Manager, for the day-to-day Records Operation of the BPA at one of the designated DHS district sub offices. Duties include responsibility for and monitoring of the data entry, fee collection/processing, mail and file operations, and quality control processes to insure compliance with the BPA. The Assistant Site Manager performs day-to-day planning and coordinates with the district Site Manager and other BPA supervisors and quality control personnel. The Assistant Site Manager maintains liaison with local DHS management personnel in the designated sub-office.

**Specialized experience:** The QCI must have at least one (1) year conducting quality control activities in a records management, information management, or administrative services environment.

**Education:** The QCI must be a high school graduate or equivalent.

### **6.2.5 Regional Manager**

The Regional Manager reports to and assists the Project Manager and Assistant Project Manager in providing management oversight to their respective offices. The Regional Manager is responsible for collecting, analyzing, and submitting various reports from offices within their region. The Regional Manager conducts visits and ensures the assigned offices are staffed and personnel are trained. He or she also maintains liaison with the designated government representative(s).

### **6.2.6 Senior Management Analyst**

The Senior Management Analyst establishes the overall objectives and initiatives of a quality control management department. He or she develops ideas for new products that involve the quality control management department. The Senior Management Analyst provides quality control and management expertise to other departments where needed and assures compliance with approved methods and quality standards.

### **6.2.7 Management Analyst**

The Management Analyst is responsible for organizing highly complex activities for the development, implementation, and maintenance of quality control projects and plans. He or she assures compliance with approved methods and quality standards. The Management Analyst has a familiarity with a variety of the field's concepts, practices, and procedures.

### **6.2.8 Instructor/Trainer**

The Instructor/Trainer develops and presents training materials based on established standard operating procedures for each position and task. The Instructor/Trainer creates and distributes approved training aids and job task aids for each position, and ensures standard operating procedures are followed at all times. The Instructor/Trainer must have strong leadership and communication skills and able to motivate the staff. He or she must have an understanding of adult learning theory and adult training techniques.

### **6.2.9 Driver (Courier)**

The Courier drives light trucks to deliver messages, documents, packages, and mail to various Government agencies and business concerns. He or she may transport office personnel and visitors, and perform miscellaneous errands such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. The Courier obtains receipts for articles delivered and keeps a log of items received and delivered. The Courier may deliver items to offices and departments within an establishment.

ATTACHMENT A.3

PAST PERFORMANCE QUESTIONNAIRE

PART ONE: INSTRUCTIONS

The company who has provided you with this form is proposing on a Department of Homeland Security (DHS), formerly the Immigration and Naturalization Service (INS), solicitation to provide Records Support Services. Past Performance is an extremely important part of the evaluation criteria for this acquisition, so your input is very important. The information is to be provided directly to the Contracting Officer. This information will not be disclosed to the offeror. Please return the questionnaire to DHS, by fax or mail, to the address shown below, no later than May 23, 2003, 12:00 Noon. If you have questions, please contact Mr. Madan Kar at (202) 514-1420. Facsimile copies may be sent to (202) 514-3353.

Department of Homeland Security
Attn: Mr. Madan Kar
425 I Street, NW, Room 2208
Washington, DC 20536

PART TWO: GENERAL INFORMATION

1. OFFEROR'S NAME AND ADDRESS

Three horizontal lines for text entry.

2. CUSTOMER ORGANIZATION

Three horizontal lines for text entry.

3. CONTRACT NUMBER:

2a. EVALUATOR

4. CONTRACT VALUE (Circle One):

<\$100K \$100K - \$500K >\$500K

NAME:

TITLE:

PHONE NO:

5. CONTRACT AWARD DATE:

Horizontal line with slashes for date entry.

6. CONTRACT COMPLETION DATE:

Horizontal line with slashes for date entry.

7. CONTRACT TYPE (Circle All That Apply):

FP CPFF CPAF OTHER

8. COMPLEXITY OF WORK (Circle One Response):

DIFFICULT ROUTINE

A.3.1

Amend 3, 5-15-03

2. AMENDMENT/MODIFICATION NO. 0002	3. EFF. DATE 05/09/2003	4. REQUISITION/PURCHASE REQ. NO. PRO-3-0000	5. PROJECT NO. (If applicable)
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6. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208  Washington DC 20536	7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street NW Room 2208  Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)	X	9A. AMENDMENT OF SOLICITATION NO. COW-3-Q-0037 9B. DATED (SEE ITEM 11) 04/16/2003 10A. MODIFICATION OF CONTRACT/ORDER NO. /
CODE	FACILITY CODE	10B. DATED (SEE ITEM 13)

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

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(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

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NET CHANGES: \$ 0.00

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- A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
- B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
- C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
- D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ copies to issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) FOLLOWING ARE THE CHANGES TO THE REQUEST FOR QUOTATION NO. COW-3-Q-0037:**

1. PARAGRAPH 3.1, PAGE 13 - ADD THE FOLLOWING SENTENCE AT THE END OF FIRST PARAGRAPH : " THE RECORDS MANAGEMENT SUPPORT SERVICES IS CURRENTLY PROVIDED BY CHOCTAW MANAGEMENT SERVICES ENTERPRISE, SAN ANTONIO, TEXAS UNDER THE CONTRACT NO. COW-8-C-0002 ."
2. PARAGRAPH 3.1, PAGE 13, LAST PARAGRAPH, 2ND SENTENCE IS REVISED TO READ, " ALL PROPOSALS MUST BE RECEIVED BY 12:00 PM (EST) ON MAY 23, 2003."

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)
	16C. DATE SIGNED

- |                                    |                                      |                                    |
|------------------------------------|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Vendor    | <input type="checkbox"/> Official    | <input type="checkbox"/> Requestor |
| <input type="checkbox"/> Receiving | <input type="checkbox"/> G104 Oblig. | <input type="checkbox"/> Other     |

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   1	
2. AMENDMENT/MODIFICATION NO. 001	3. EFF. DATE 05/07/2003	4. REQUISITION/PURCHASE REQ. NO. PRO-3-0000	5. PROJECT NO. (If applicable)	
ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536		7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street NW Room 2208 Washington DC 20536		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)		9A. AMENDMENT OF SOLICITATION NO. X COW-3-Q-0037		
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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

NET CHANGES: \$ 0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ copies to issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

ANSWERS TO THE QUESTIONS SUBMITTED BY POTENTIAL OFFERORS ARE ATTACHED.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____
(Signature of person authorized to sign)			(Signature of Contracting Officer)
16C. DATE SIGNED			

Vendor  Official  Requestor  
 Receiving  G104 Oblig.  Other

STANDARD FORM 30 (REV. 10-83)  
 Prescribed by GSA FAR (48 CFR) 53.243

**RESPONSES TO QUESTIONS**  
**RFQ COW-3-Q-0037**

**(1). SECTION: 1.1, Par: 3, Page: 1**

**QUESTION:** Is it the Government's intent to select more than one qualified firm for this procurement?

**ANSWER:** The Requests for Quotation were requested on a competitive basis. The Government's intent is to make one or more BPA Awards. (Ref: RFQ Section 3.1)

**(2). SECTION: 2.3, Par: 2.3, Page: 3**

**QUESTION:** What have been the actual volumes of purchases for each of the past three years?

<b>ANSWER:</b> Fiscal Year 2001	Records \$12.5M	BCIS \$11M
Fiscal Year 2002	Records \$15M	BCIS \$26M
Estimated Fiscal Year 2003	Records \$17M	BCIS \$30M

**(3). SECTION: 2.7, Par: 2.7, Page: 4**

**QUESTION:** When is the projected contract start date? Is the "contract start date" the same date as "contract award date?"

**ANSWER:** The current task orders expire on 9-30-03. The expected award date of the BPA is 6-30-03. The actual "Contract Start Date" will be determined at the "Post-Award Kick-Off Meeting."

**(4). SECTION: 2.9.12, Par: 2.9.12, Page: 7**

**QUESTION:** Will the contractor(s) be required to purchase equipment or supplies? If so, how does the Government propose to have the contractor(s) proceed in that area?

**ANSWER:** Yes, the Contractor will be required to purchase equipment/supplies outlined under "Other Direct Costs" [Sections 5 and 5.2 of the RFQ].

Offerors whose schedule does not include the appropriate SIN authorizing the purchase of equipment will, upon contract award, be required to obtain an amendment to their schedule from the General Services Administration.

**(5). SECTION: 3.3.2, Par: 1, Page: 15**

**QUESTION:** Will the Government please publish a list of bidders that attended each site location?

**ANSWER:** The following companies were represented at the site visits:

Management Support Tech Inc.	Choctaw Archiving Enterprise
Bankers Courier, Inc.	Laducer & Associates
Clean Metro, Inc.	Alpha & Omega Enterprise, Inc.

**(6). SECTION: 5.3, Par 5.3, Page 24**

**QUESTION:** Will you provide the Government's rationale for the 1900 hours since it appears to be the standard used?

**ANSWER:** The maximum work hours per year equal 2,080. The 10 Federal Holidays, Two Weeks Vacation and 20 hours of Sick Leave are deducted to arrive at 1,900 hours.

**(7). SECTION: 4.4.2, Page A-14 SOW**

**QUESTION:** What are incoming monthly volumes for BCIS and ORM related to:

Creation of new files

Interfiling

Re-filing

Closing, processing & transfer

Information data searches, retrievals & information delivery/transfer

**ANSWER:** The monthly volumes for BCIS and ORM are not available. The staffing requirement, based on the current workload has been provided in the Pricing Schedule. As an example of the workload, the monthly workload for the New York District Office, for a typical month, is enclosed for your review. The example is shown on the last page of this document.

**(8). SECTION: 4.5.1, Page A-16 SOW**

**QUESTION:** What are incoming monthly volumes for BCIS and ORM related to:

Creation of new files

**ANSWER:** The same answer as Question 7.

**(9). SECTION: 4.5.2, Page A-16 SOW**

**QUESTION:** What are incoming monthly volumes for BCIS and ORM related to:

Information data searches, retrievals & information delivery/transfer?

**ANSWER:** The same answer as Question 7.

**(10). SECTION: 4.5.3, Page: A-16 SOW**

**QUESTION:** What are incoming monthly volumes for BCIS and ORM related to:

Closing, processing and transfer?

Information data searches, retrievals & information delivery/transfer

**ANSWER:** The same answer as Question 7.

**(11). SECTION: 4.1.3, Page: A-9 SOW**

**QUESTION:**

1. Based on past performance, are there peak activity months for the above tasks?
2. Based on past performance, are there current performance standards?



**ANSWER:** The past performance of the Tasks show that there are times of peak activity, however, there is no trend or pattern. There are current performance standards that are described in the Quality Assurance Surveillance Plan (QASP) and the Records Operation Handbook (ROH). The documents are listed in Attachment A, Section 5 (Applicable Documents) Page A-23 and are on the CD that was sent with this solicitation, except items 9 and 10 which are available for review by appointment.

**(12). SECTION: 4.4.1.2, Page: A-14 SOW**

**QUESTION:** What volume of boxes is in on-site or local warehouse inactive storage? What is the volume of boxes permanently stored at NARA?

**ANSWER:** There are no boxes in on-site or local warehouse storage facilities. Boxes and files are stored at the National Records Center (NRC) and File Retirement Center (FRC). The quantities do not pertain to this RFQ.

**(13). SECTION: 2.2**

**QUESTION:** Beyond Key Personnel designated, what is the current staff level for the Records Management function of BCIS and ORM?

**ANSWER:** The approximate staffing level of BCIS is 685, and the approximate staffing level of the ORM is 375. All labor categories and current staff levels are provided in the Pricing Schedule included on the diskette that was sent with the solicitation package. Section 2-4 of Attachment A (SOW) addresses future considerations with regard to the dynamic fluctuation of workloads.

**(14). SECTION 4.4.2**

**QUESTION:** Is there one specific records management software in place? If so, is it OTS or custom/proprietary software?

**ANSWER:** The records management software utilized is custom/proprietary software. The systems are Receipt and Alien File Accountability and Control System (RAFACS), Central Index System (CIS) and National File Tracking System (NFTS).

**(15). SECTION 4.5, Page A-15 SOW**

**QUESTION:** Is imaging currently a major component of the records management application?

**ANSWER:** At the present time, imaging systems are not being used.

**(16). SECTION 4.4.4, Page A-15 SOW**

**QUESTION:**

- (a) Is the bar coding software standard 3/9 format?
- (b) How often are portable bar code audits performed?
- (c) Are all hard copy files currently bar coded?

- ANSWER:** (a) There is no barcoding software that is being used currently for this requirement.
- (b) Bar code audits are performed at least annually and can be performed more frequently.
- (c) All hard copy files are currently bar coded.

**(17) SECTION: 4.8, Page: A-20 SOW**

**QUESTION:** For automated systems related to records management software and processed, what is the typical training time period?

**ANSWER:** The approximate training period consists of one to two weeks on the job training for each system.

**(18). SECTION: 2.2, Page: A-2 SOW**

**QUESTION:** Do current records management policies and procedures manuals exist for department staff? Non-department staff?

**ANSWER:** The policies and procedures manuals are available to all department and non-department (contractor) staff.

The documents are listed on in Attachment A, Section 5 (Applicable Documents) Page A-23 and details are on the CD that was sent with the solicitation, except items 9 & 10 which are available for review by appointment.

**(19). SECTION: 4.4.2, Page: A-14 SOW**

**QUESTION:** What process is in place for destruction of records? On-site shredders, 3<sup>rd</sup> party vendor?

**ANSWER:** The records files are organized in accordance with the Uniform Subject Filing System and the retention is subject to the Records Retention and Disposition Schedule(s). On-site shredders are utilized and are used ONLY with the Government's express approval.

**(20). SECTION: 4.2, Page: A-9 SOW**

**QUESTION:** What process is in place for the transfer/delivery of files to the requestor? Internal or external courier, or both?

**ANSWER:** Files are transferred/delivered by the common carrier (FEDEX). The contractor couriers handle internal and local transfers/deliveries of files.

**(21). SECTION: 4.2.2, Page: A-15 SOW**

**QUESTION:** What process is in place for the transfer/delivery of files to the requestor? Internal or external courier, or both?

**ANSWER:** Files are transferred/delivered by the common carrier (FEDEX). The contractor couriers handle internal and local transfers/deliveries of files.

**(22). SECTION: 4.4.3, Page: A-19 SOW**

**QUESTION:** What process is in place for the transfer/delivery of files to the requestor? Internal or external courier, or both?

**ANSWER:** Files are transferred/delivered by the common carrier (FEDEX). The contractor couriers handle internal and local transfers/deliveries of files.

**23. SECTION: 4.7.1, Page: A-19 SOW**

**QUESTION:** How often do naturalization ceremonies occur? Is there a documented process with a standard packet of information to be prepared? Filed?

**ANSWER:** There is no standardization regarding the frequency of ceremonies. Each office determines its own schedule.

There is no agency-wide documented process for clerks to follow. Generally, a folder containing a letter from the President, the Naturalization Certificate, and any other document(s) required by local policy is assembled.

**(24). SECTION: Attachment A.2, Par: 7.2, Page: A.2-7**

**QUESTION:** Will you please clarify that reference by PAGE number? Are the timeframes found in paragraph 15 on PAGE A-35 the timeframes being referenced?

**ANSWER:** The reference on Attachment A.2, Paragraph 7.2, Page A.2-7 "Section C, SOW" is incorrect. The correct reference is found in Attachment- A, Paragraph 15 on Page A-35.

**(25). SECTION: Attachment A.2, Par : 7.2, Page: A-2.7**

**QUESTION:** Does the 30 day transition period commence after Government approval of the Transition Plan?

**ANSWER:** Attachment A-1, Paragraph 15, Page A-35 states the contractor is required to submit the Transition Plan within 10 days of contract award. The transition from the operating contractor commences upon the Government's approval of the Transition Plan, but within 30 days of contract award.

**Example of a typical District Office (New York)  
 Monthly Workload Report.**

(Information purposes only, actual monthly activity is subject to change)

<b>Data Element</b>	<b>Map to PAS</b>	<b>Title</b>	<b>Total Production</b>	<b>Total Time</b>
DE1	700.8F-J	Mail-In Pieces	19380	841.00
DE2	700.8A-E	Mail-In Special Handling	13987	722.50
DE3	700.8P-T	Mail-Out Pieces	32795	174.00
DE4	700.8K-O	Mail-Out Special Handling	4066	249.50
DE5	700.5A-E	Incomplete App Returned (Rejects)	2953	131.75
DE6	700.4A-E	File Retirement (To FRC)	0	1172.75
DE7	700.10A-E	Interfiling	4671	165.50
DE8	700.3A-E	File Requests Routine	12486	210.50
DE9	700.2A-E	Files Transferred Forward (FTF)	13837	238.50
		To Other FCOs	13787	238.00
		To NRC	50	0.50
DE10	700.3F-J	File Requests Expedite	1283	52.75
DE11	700.11A-E	File Mergers	658	66.00
DE12	700.11A-E	File Consolidation	383	51.00
DE13	700.12A-E	File Auditing	31637	118.50
		File Auditing Records Dept	15150	66.50
		File Auditing Other Operating Units	16487	52.00
DE14	700.5A-E	Total Applications Feed	17526	1232.50
DE15	700.10	Files Created (A/T)	1732	288.00
	700.1A-E	A-Files Created (CIS)	1674	277.50
	700.1F-J	T-Files Created	58	10.50
DE16	700.4F-J	File Requests from FRC	1448	43.50
DE17	700.6A-E	Files Updated (CIS)/Data Entry	3046	235.75
		Files Updated (CIS)	1915	21.00
		Data Entry (Other Records Systems)	1131	214.75
DE18	700.9	Searches (Routine/Lost File Circular)	2231	231.25
	700.9A-E	Routine Searches	2215	230.25
	700.9F-J	Lost File Circular Searches	16	1.00
DE19	700.2A-E	Refiles (to MFS)	18312	131.25

- Note: 1. Total Time is in Hours  
 2. Total Time for Data Element DE-6 shows the planning and in-process time. Quantity of Production is not shown till the files are shipped.

**DEPARTMENT OF HOMELAND SECURITY (DHS)  
RECORDS SERVICES SUPPORT (RSS)  
REQUEST FOR QUOTATION (RFQ)**

**COW-3-Q-0037**

**Madan M. Kar  
Department of Homeland Security  
Office of Procurement  
Information Technology Branch, Room 2008  
425 I Street, NW  
Washington, D.C. 20536**

**April 15, 2003**

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**ATTACHMENT A    Statement of Work**

**ATTACHMENT A.1    Acronyms and Definitions**

**ATTACHMENT A.2    Required Project Management Plans**

**ATTACHMENT A.3    Past Performance Questionnaire**



## **1. DEPARTMENT OF HOMELAND SECURITY (DHS) RECORDS SERVICES SUPPORT (RSS) BLANKET PURCHASE AGREEMENT (BPA)**

### **1.1 Introduction**

The Department of Homeland Security (DHS) requires records-management support services for two records-management entities under the former Immigration and Naturalization Service (INS):

- The DHS Bureau of Citizenship and Immigrations Services (BCIS) – formerly the INS Immigration Services Division (ISD)
- The DHS Office of Records Management (DHS-ORM) -- formerly the INS Office of Records Management (ORM)

On March 1, 2003, the former Immigration and Naturalization Service (INS) transitioned to the Department of Homeland Security (DHS). No disruption to this solicitation process is anticipated. Although some changes are anticipated within the new organization, including name changes of some organizational units and regions, the requirements described in this solicitation will continue to serve the same functions and objectives. Any changes in organizational names or site locations will be noted in BPA Calls.

The DHS will support this requirement by awarding one or more Blanket Purchase Agreements (BPA) to selected 8(a) firms on the General Services Administration (GSA) Schedule, Group 36. Any work performed under the BPAs will be initiated by placing mixed type Calls (Firm Fixed Price, Time & Materials) against the master BPAs. Other Direct Costs (ODCs) will be authorized contingent upon prior Headquarters (HQ) Contracting Officer's Technical Representative (COTR) approval and negotiated with each BPA Call. ←

### **1.2 Blanket Purchase Agreement**

In the spirit of the Federal Acquisition Streamlining Act, the Department of Homeland Security and

(Insert the Contractor's Name)

enter into a single blanket purchase agreement (BPA) to support the DHS. The intent is to further reduce the administrative costs by acquiring commercial items and services from the General Services Administration (GSA) Federal Supply Schedule Contract(s).

Federal Supply Schedule Contract BPAs eliminate contracting and open market costs such as: the search for sources; the development of technical documents and solicitations; and the evaluation of bids and offerors. Contractor team arrangements are permitted with Federal Supply Schedule contractors, in accordance with Federal Acquisition Regulation, FAR part 9.6.

This BPA will further decrease costs, reduce paperwork and save time by eliminating the need for repetitive, individual purchases from the Schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

**Signatures:**

**Department of Homeland Security:**

_____	_____	_____	_____
<b>Printed Name</b>	<b>Contracting Officer</b>	<b>Signature</b>	<b>Date</b>

**Contractor (Name):**

_____	_____	_____	_____
<b>Printed Name</b>	<b>Company Title</b>	<b>Signature</b>	<b>Date</b>

**2. BPA TERMS AND CONDITIONS**

Following are the general requirements applicable to this BPA:

The contract services/products to be ordered under this BPA are described in the attached Statement of Work and orders will be placed according to the ordering procedures described below in paragraph 2.6.

It is the responsibility of the Offeror to notify the Contracting Officer (CO) of GSA Schedule price changes affecting line items and services listed in this BPA prior to award of any Call. The discounts shall be in terms of percentage discounts to be applied against the GSA Schedule price for the product or services. If discounts are conditional on a given dollar volume or other condition, this must be stated clearly. These discounts do not preclude the contractor from offering nor the government from asking for further price reductions in accordance with commercial practice, market forces, and volume buying at the time of placing orders against this BPA. The discounts shall remain the same throughout the term of the BPA.

**2.1 Federal Supply Schedule**

All Calls placed against this BPA are subject to the terms and conditions of the Offeror's Federal Supply Schedule (FSS) Contract.

**2.2 Delivery**

Delivery destination and schedule will be specified in each Call.

**2.3 BPA Volume**

The Government estimates, but does not guarantee, that the volume of purchases through this agreement may reach \$400 million over 60 months. ←

**2.4 Funding**

The BPA does not obligate any funds. Incremental funding will be provided through individual Calls.

**2.5 BPA Expiration**


The BPA expires at the end of the current Offeror's GSA Schedule contract period or each subsequent contract period for which GSA extends the Schedule contract. The Government expects that the Offeror will provide at least 5 years service under this agreement.

**2.6 Ordering Procedures**

BPA Calls will be placed via facsimile or hard copy. The Contractor shall submit a proposal when requested by the CO for Calls awarded under this BPA in the format and with the information requested in the BPA Call.

Each Call issued under this BPA will include the following information as applicable:

- (1) BPA number and Call number
- (2) Date of the Call
- (3) Description of the work to be performed
- (4) The work Schedule, period of performance, or required completion date
- (5) Place of delivery or performance
- (6) Deliverables
- (7) CLIN number and description, quantity, unit price and extended total
- (8) Whether the task will be on a Firm Fixed Price (FFP) or Time and Materials (T&M) basis
- (9) The invoicing procedures
- (10) Accounting and appropriation data.

The BPA Call issued will be on a fixed price or on a time and material basis depending on the Statement of Work (SOW) for the Call. 

### **2.7 Period of Performance for Orders Awarded Under the BPA**

The period of performance for each Call shall be specified in each Call awarded. The Calls for services will be for a period of one year.

This BPA expires at the end of the current offeror's GSA Schedule contract period or each subsequent contract period for which GSA extends the Schedule contract.

### **2.8 Points of Contact (POCs)**

Government Points of Contact (POCs) for this BPA will be announced at time of award and protocols for delivering reports, invoices, and other deliverables will be described at the BPA Kick-Off Meeting.

### **2.9 Invoices**

#### **2.9.1 Invoice Submission**

The Contractor shall be required to submit the semi-monthly invoices within 10 working days of the close of the period for which the invoice is being submitted. Submission shall be in accordance with the following:

The original and one copy of the invoice each with a copy of all hard/soft copy documentation to:

HQ COTR  
Department of Homeland Security (DHS)  
Formerly Immigration and Naturalization Service (INS)  
111 Massachusetts Ave., ULLICO Building, 4<sup>th</sup> Floor  
Washington, DC 20001

**2.9.2 Copies**

A copy of the invoice with hard/soft copy of documentation delivered to the HQ COTR at the address in 2.9.1 above.

**2.9.3 Invoice Documentation**

The Contractor shall submit documented invoices as described herein. A sample invoice document will be provided to the contractor at time of BPA award. The contractor may propose other formats so long as the audit trail and information requirements are met.

**2.9.4 Other Than Regular Hours Roll-up**

This worksheet is completed whenever a staffed site has incurred any cost other than regular straight-time labor costs. It shall include the Site Name and Period of Performance and accounting data. Plus the following data elements for labor costs for each individual:

- Name
- Labor Category
- Date with hours worked
- Total hours worked

The sheet also includes a total of all hours worked for each date and a grand total. This document is prepared at the individual staffed site.

**2.9.5 Time Allocation Worksheet (TAW)**

The TAW shall include the following identifying data: Site Name, Period of Performance, and accounting data. The TAW will also contain unbillable time, holidays, overtime worked, grand total, and comments. Totals for the following categories are included on this document: regular hours worked; holiday hours; overtime hours; and a grand total for all categories. The TAW is also prepared at the individual staffed site.

**2.9.6 Staffed Site Summary**

This document shall include the following identifying data: Site Name (Location Code for the soft copy), invoice period and accounting data. It shall also provide the following data for each labor category for each staffed site: The labor category titles, hours for the category, hourly rate for the category, and the extended cost for the labor category. The same data must be provided for overtime for each labor category. Overtime or any other non-regular hours labor cost and the grand total for all labor categories must be broken out separately.

**2.9.7 Summary of all Staffed Sites**

This document shall include the following identifying data: Site Name and Period of Performance and accounting data. The data required here is the aggregated staff costs by site.

**2.9.8 Signed Face Page of the Invoice**

This page shall include the following identifying data: Contractor name, BPA number, Call number, period of performance, date of invoice, and accounting data. This face page shall provide a space for the name, title, and signature of the individual authorized to submit the invoice; a contact name and phone number, a "Verification" line, and "Approved" line.

**2.9.9 Billing Other Direct Costs**

Invoices that bill costs identified as ODCs shall provide a copy of the authorization to incur the cost and appropriate receipts documenting the cost. Capital items acquired hereunder become the property of the DHS. The Contractor shall note the sites where it has placed capital items acquired under this Call.

Unless otherwise agreed to, the Contractor shall accompany all deliveries under this BPA with delivery tickets or sales slips that shall contain the following information as a minimum:

- (a) Name of contractor
- (b) BPA number
- (c) Labor category
- (d) Call number
- (e) Contract line item number
- (f) Date of Call
- (g) Quantity, unit price, and extension of each item
- (h) Performance period
- (i) Interim payment period

Invoices shall be submitted on a semi-monthly basis. Travel invoices shall have the following attached:

- COTR Authorization
- Actual charges
- Trip Report

The requirements of a proper invoice are as specified in the Federal Supply Schedule contract.

**2.9.10 Invoice Distribution**

The contractor must provide an original proper invoice as stated in the Federal Supply Schedule Contract to the designated COTR as indicated on each BPA Call. The COTR or other personnel delegated authority by the COTR, at the receiving or secure storage location will be responsible for completing the receiving report, and will forward the original receiving report and endorsed invoice to the CO.

The CO will forward the original invoice and receiving report to Finance for payment. Payment will not be rendered to the contractor until both an original proper invoice and receiving report

noting the acceptance of the products/services are submitted to the Finance office as described above.

At the time of Award, the contractor will be given instructions as to the address and person to whom invoices are to be submitted.

**COTR:**

Mr. Larry King  
HQ COTR  
Department of Homeland Security (DHS)  
Formerly Immigration and Naturalization Service (INS)  
111 Massachusetts Ave., ULLICO Building, 4<sup>th</sup> Floor  
Washington, DC 20001

**Alternate COTR:**

Ms. Dianne Currie  
Alternate HQ COTR  
(same address)

**2.9.11 Overtime**

All requests for overtime must be approved in advance by the HQ COTR.

**2.9.12 Rejection and Denial of Costs**

The HQ COTR is authorized to question costs submitted for payment and to certify (but not reject or deny) invoices for payment. The authority to reject or deny performance and associated invoice payment is expressly reserved for the CO.

**2.9.13 Payment to Contractor**

The DHS will make payment to the contractor using the Automatic Clearing House (ACH) Network.

**2.9.14 Receipt of Payment**

After the BPA is awarded, but no later than fourteen (14) calendar days before an invoice or BPA finance request is submitted to the Government, the Contractor shall designate a financial institution for receipt of electronic funds transfer payments. Said submission shall be done on Standard Form (SF) 3881 (Payment Information Form ACH Vendor Payment System).

**2.9.15 Incentive Award**

The Contractor shall submit a separate invoice for earned incentive awards providing with the invoice a copy of the modification giving notice of the earned incentive award amount.

**2.10 Order of Precedence**

The terms and conditions included in this BPA apply to all orders/calls issued pursuant to it. In the event of an inconsistency between the provisions of this BPA and the terms and conditions of the contractor's schedule contract, the terms and conditions of the BPA will take precedence.

**2.11 Security Requirements**

In each BPA Call, the security requirements shall be those in the BPA SOW, paragraph 13, unless otherwise specified. The Contractor will observe all internal building security regulations that apply to any and all buildings concerning this contract.

**2.12 Bonding and Insurance**

The company shall maintain proper insurance and bonds to insure they are licensed and bonded in accordance with state and federal regulations.

**2.12.1 Bonding**

The contractor is liable for all DHS funds and valuables in the custody of contractor employees and must at all times be able to fully account for them. During the BPA performance period, the contractor shall obtain and maintain employee dishonesty bonds covering all contractor employees involved in fee collecting and processing. Such bonds shall secure the contractor for losses caused by dishonesty or negligence on the part of an employee in connection with the handling of bonds, fines, and application fees, etc. Within fifteen (15) days after award, the contractor shall provide proof of bonding in compliance with state and local requirements for each district office. This coverage should extend to all contractor employees.

**2.12.2 Insurance**

The contractor warrants that insurance (currently in force) coverage exists in the following areas and in the amount not less than those specified below:

Coverage

Type of Insurance	Per person	Property	Per Accident
Comprehensive	\$100,000	\$50,000	\$500,000
General Liability	\$100,000	\$50,000	\$500,000

Workers Compensation as required by law at the job site.

**2.12.3 Comprehensive General Liability**

The Comprehensive General Liability policy shall contain a provision worded as follows:

*"The Insurance Company waives all rights of subrogation against the United States of America, which may arise by reason of any payment under the policy".*

**2.12.4 Evidence of Insurance**



The Contractor shall file with the Contracting Officer within three (3) days after award of the BPA, a certification of insurance evidencing the above coverage. The Contractor shall file with the Contracting Officer within five (5) days after receipt, notice of cancellation of or reduction below the above cited amounts any insurance coverage related to this requirement.

#### **2.12.5 Sub-Contractor Insurance**

The Contractor warrants that such insurance coverage for all subcontractors, who will work at the site does or will exist before each subcontractor personnel enter the Government premises.

#### **2.13 Indemnification**

The Contractor assumes full responsibility for and shall hold harmless and indemnify the Government against any and all losses or damage of whatsoever kind and nature, to any supplies and accessories, or spare parts furnished, while in its custody and care for storage, repairs, or service to be performed under the terms of this BPA, resulting in whole or in part from the negligent acts or omissions of the Contractor, and Subcontractor or any employee, agent or representative of the Contractor or Subcontractor.

If due to fault, negligent acts (whether of commission or omission) and/or dishonesty of the Contractor or its employees, any Government-owned or controlled property is lost or damaged as a result of the Contractor's performance of this BPA, the Contractor shall be responsible to the government for such loss or damage, and the Government may, in lieu of payment thereof, require the Contractor to replace at its own expense, all property lost or damaged.

#### **2.14 Permits and License**

In the Performance of work hereunder, the contractor shall obtain and maintain in effect all necessary permits and licenses required by Federal, State, or local governments, or subdivisions thereof, or of any other duly constituted public authority. Further, the contractor shall obey and abide by all applicable laws and ordinances.

#### **2.15 Accident Report Procedures**

In the event of an accident involving Government personnel or property, the Contractor shall submit a report to the Contracting Officer via the on-site and Headquarters COTR in letter form that will include the following:

- (1) Time and date of occurrence
- (2) The place of occurrence
- (3) A list of personnel directly involved
- (4) A narrative description of the accident and circumstances

#### **2.16 BPA Record Retention**

The contractor shall maintain BPA records for at least two years after completion of the BPA.

#### **2.17 Employment Eligibility**

The Offeror must agree that each employee working on this contract shall be a United States (U.S.) Citizen, and shall have a Social Security Card issued and approved by the Social Security

Administration. The Offeror shall be responsible to the Government for acts and omissions of its employees and for any Subcontractors and their employees.

### **2.18 Accessibility by Individuals**

Any equipment provided or proposed by the contractor shall be capable of enhancement to provide handicapped employees with sensory, cognitive, and/or motor impairments accessibility to the equipment. The guidelines for these enhancements are established by the National Institute on Disability and Rehabilitation Research and GSA.

### **2.19 Government Furnished Property (GFP)**

The DHS Office of Inspections does not anticipate providing any property to the Offeror beyond that stated in the Statement of Work (Attachment A, Section 9) for the performance of work under the BPA. However, should the Government determine that it would furnish property to the Contractor, the Government will identify the property and provide specific government property reporting and disposition instructions in orders issued under the BPA as applicable. The Government will provide maintenance and repairs on all Government Furnished Property.

In compliance with FAR 45.505-14, by January 31 of each year, DHS contractors shall furnish the contracting officer an annual report of the DHS property for which they are accountable as of the end of the calendar year. (DHS Regulation equivalent to former Department of Justice Acquisition Regulations, JAR part 2845.505-14(a)).

### **2.20 Contractor Location**

DHS will require the Contractor to locate personnel at DHS facilities and field offices or at contractor facilities, according to individual BPA calls. Day-to-day supervision and direct control over the work performed by these individuals shall be the sole responsibility of the Contractor. The Contractor shall provide a Project Manager to serve as a single Point-of-Contact (POC) within the Washington, DC, Metropolitan area.

### **2.21 Key Personnel**

Key personnel on the BPA are defined as the BPA Project Manager (PM), Assistant Project Manager (APM), Site Manager (SM), Assistant Site Manager (ASM), Functional Area Supervisor (FAS), and Quality Control Inspector (QCI). Additional Key Personnel may be required for individual BPA Calls, if the Government designates positions as being essential or "key" to the work performed under that Call. Key personnel shall be available to support the requirements of Calls issued under the BPA and ensure that all work performed meets the requirements set forth in the Call.

#### **2.21.1 Substitution or Replacement of Key Personnel**

The personnel specified as key personnel in a given BPA Call are considered essential to the work performed under the BPA. In the event either absences or resignations of any contractor staff, the contractor shall provide fully qualified, experienced and trained alternates to serve as substitutes or replacements for the position. The Contractor shall notify the Contracting Officer no less than 30 calendar days in advance and shall submit justification (including the names and

resumes of the proposed substitutions) in sufficient detail to permit evaluation of the impact on the program. The proposed substitutions shall possess qualifications equal or superior to those of the key person(s) being replaced. The Contractor shall make no substitutions or replacements without the written consent of the Contracting Officer. During the first 120 days of this BPA, no key personnel substitutions or replacements will be permitted unless an individual's sudden illness, death, or termination of employment necessitates such substitutions. In any of these events, the Contractor shall promptly notify the Contracting Officer and provide the information required by the Key Personnel clause. The list of key personnel set forth in this clause may be amended from time to time during the BPA either to add or delete personnel to the Call or BPA itself, as appropriate.

### 2.21.2 Designation of Key Personnel by Call

The Government reserves the right to identify or require the designation of key personnel in any Call during BPA performance.

### 2.21.3 Employment of Key Personnel

The PM and APM shall be full-time employees of the prime Contractor at the time of BPA award. The Contractor shall furnish the name, phone number, and resume of the PM and APM and other pertinent information as required by the Government at the time of proposal submission. ~~All key personnel other than the PM and APM shall be full-time employees of the Contractor team (i.e., either the prime Contractor or subcontractors, if any are proposed) at the time of BPA award, or the Contractor shall furnish a letter of commitment signed by the individual which clearly states their availability for employment and their commitment to accept employment if approved/selected by the Government.~~ C1

### 2.22 Removal of Key and Non-Key Personnel

The Contractor shall remove any employee from the performance of BPA tasks within 5 business days of receiving written notice to do so from the HQ COTR or Contracting Officer. The removal may be based on such factors as a demonstrated inability to:

- Satisfactorily perform the stated requirements of the Call;
- Work cooperatively and positively with DHS employees or others within the work environment;
- Display proper decorum when dealing with the public, DHS employees, or any other party

The contractor shall immediately remove any Contractor employee whom the HQ COTR or Contracting Officer determines to be a threat to the security or safety of Government records, Government employees, other Contractor employees, or the public.

### 2.23 Standards of Conduct

In performing task orders issued hereunder, Contractor personnel may be required to interact with high level Government officials. The Contractor shall ensure that all its personnel conduct their work in a professional and responsible manner. All Contractor personnel working on the

Government's site shall abide by the rules and regulations as outlined in DHS Employee Standards of Conduct (28 CFR part 45).

#### **2.24 Rights in Government Furnished Data and Materials**

The DHS shall retain all rights and privileges, including those of patent and copyright, to all Government-furnished data. The Contractor shall neither retain nor produce for private or commercial use any data or other materials furnished under a Call. The Contractor agrees not to assert any rights at common law or in equity or establish any claim to statutory copyright to such data. These rights are not exclusive and are in addition to other rights and remedies to which the Government is otherwise entitled elsewhere in this BPA or a BPA Call.

#### **2.25 Non-Personal Services**

This is a "Non-personal Services" BPA. The personnel rendering the services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Should any DHS employee other than the COTR ask or direct a Contract employee to deviate from established production requirements, priorities, or performance procedures and requirements, the contractor employee will refer the matter to the contractor PM for resolution. Refer to Section 7 for further information concerning BPA administration.

### 3. INSTRUCTIONS TO OFFERORS

(This section will be removed upon award.)

#### 3.1 Introduction

This GSA Schedule BPA Request for Quotation (RFQ) seeks to obtain Records Management support services for the Department of Homeland Security (DHS). The DHS intends to acquire these services by awarding a competitive Blanket Purchase Agreement (BPA) to one or more Offerors who possess a current General Services Administration (GSA) contract under Group 36. Offerors proposing a teaming arrangement are limited to team members that are on GSA Schedule. The Prime Contractor or Team Lead must have a Group 36 schedule but team members can perform using either Schedule 70 or Group 36.

Accompanying this solicitation is a Compact Disk (CD) which contains the reference documents applicable to the BPA. A list of applicable documents is found in Section 5 of the SOW. Two of the referenced documents are not being distributed with the solicitation due to the sensitive nature of the information contained therein. They are:

- Bureau of Citizenship and Immigration Services Operations Procedure Manual for the Interagency Border Inspection System (IBIS)
- Naturalization Quality Procedures (NQP)

These two documents will be available for review by appointment only, in the CO's office.

**All Offerors must submit a copy of their GSA Schedule along with that of their team members as part of their original proposal submission. All proposals must be received by 12:00pm (EST) on May 15, 2003. No extension of the due date is permitted. Proposals (including the signed SF-18 and amendments as required) shall be submitted in a sealed envelope (FedEx or equivalent mail service) or by confirmed facsimile (confirmed by the machine) to the Contracting Officer (CO), Madan M. Kar, at the address below. DHS requires one original (one hard and an electronic copy in Microsoft Office) and four (4) duplicate copies. Submissions must show the name and address of the Offeror along with Solicitation Number.**

Mr. Madan M. Kar  
DHS Headquarters Procurement Office, Room 2208  
425 I Street, NW  
Washington, D.C. 20536  
Phone No. (202) 514-1420  
Fax No. (202) 514 - 3353.  
e-mail: [madan,m.kar@usdoj.gov](mailto:madan,m.kar@usdoj.gov)

### 3.2 Prospective Offerors Questions

The Offerors may submit any questions in writing by email/facsimile to the CO by 2:00 PM EST, within 10 calendar days of solicitation issuance. The responses will be provided to all prospective Offerors, giving due regard to the proper protection of proprietary information.

In order to receive responses to questions, Offerors shall cite the section, paragraph, and page numbers. Statements expressing opinions, sentiments, or conjectures are not considered valid inquires or comments and will not receive a response.

### 3.3 General Proposal Preparation Instructions

The proposals shall clearly demonstrate the Offeror's understanding of the overall and specific requirements of the proposed BPA(s); convey the Offeror's capabilities for transforming their understanding into accomplishments; and present the Offeror's plans, methods, and estimated costs for performing the BPA. The following page limitations apply: 1) Technical Capability - 50 Pages (Resumes are excluded from page limitation); 2) Past Performance- (10 page limitation - excludes Attachment D).

Information requested herein must be furnished fully and completely in compliance with instructions. The information requested and the manner of submittal are essential to permit prompt evaluations of all proposals on a fair and uniform basis. Simple statements of compliance (i.e., "understood"; "will comply") without the detailed description of how compliance will be met may not be considered sufficient evidence that the proposed services can technically meet the requirements of this RFQ. Accordingly, any proposal in which material information requested is not furnished or where indirect or incomplete answers or information are provided may be considered not acceptable or determined to be outside the competitive range.

Changes to the proposal by the Offerors shall be accomplished through the use of amended page(s). Proposal revisions shall be permitted only at the Contracting Officer's request and must be submitted prior to the original proposal due date. Any changes from the original proposal shall be indicated through use of a vertical line, placed adjacent to the change, within the right side margin of the page. The Offerors shall include the date of the revision on the lower right hand footer of the page.

#### 3.3.1 Proposal Preparation Costs

The Government will not be obligated to pay any pre-award costs incurred by any Offeror in response to this BPA.

### 3.3.2 Site Visits

The Government has arranged for Offerors under this solicitation to visit two DHS offsite locations. Times and locations are shown in the following table:

SITE VISITS		
DATE	LOCATION	TIME
April 23, 2003	New York, NY	10:00 am (local time)
April 24, 2003	Houston, TX	10:00 am (local time)

The purpose of the site visit(s) is to provide an overview of the DHS operation and mission-critical functions as outlined in the RSS SOW.

Offerors will be allowed to bring two Representatives from their Company. Offerors are encouraged to visit the DHS office nearest to their location. The Government will not authorize pre-award cost or pay any travel-related expenses in relation to the site visits.

No company presentations will be permitted during the site visit. No questions addressed to anyone other than the Contracting Officer's designated site-visit representative will be permitted during the site visit.

Offerors who would like to take advantage of the scheduled site visits are required to confirm their participation in writing to the Contracting Officer.

### 3.3.3 Proposal Content and Submission Instructions

Offerors are cautioned to review the RFQ and ensure that the proposal submitted *fully complies* with *all requirements* of the RFQ. Each proposal shall clearly demonstrate the Offeror's understanding of the overall and specific technical requirements of the SOW. The Offeror must provide the requested past performance and pricing information. Clarity and completeness of the proposal is of the utmost importance. The proposal must be written in a practical, clear, and concise manner. It must use quantitative terms whenever possible and must avoid qualitative adjectives to the maximum extent possible. Proposals must be legible, single-spaced, computer-printed copy (on one side only), in a type-size not smaller than twelve (12) point proportional, on paper not larger than eight-and-a-half by eleven inches. Offeror's proposals shall have the following three sections listed in a descending order of importance:

- **Technical Capability**
- **Past Performance**
- **Price (submitted on diskette provided with this solicitation)**

#### 3.3.3.1 Technical Capability

The Offeror's proposal should describe how they intend to provide the required services in a manner that addresses the evaluation criteria for technical capability; as outlined in section 4.4.1.

The Government will consider only labor categories currently on the Offeror's GSA Schedule on the closing date of the RFQ. An Offeror must meet the stated educational and experience requirements for all categories to be eligible for award. The Offeror shall provide signed, dated resumes for all key personnel. The Offeror shall provide a mapping of the most appropriate GSA Schedule Group 36 and/or 70 labor categories to the BPA labor categories in Section 5. Explain the rationale for any mapping that is not readily apparent to the reader.

### 3.3.3.2 Past Performance

The Offeror shall describe previous relevant experience in performance for technical projects similar in size, scope, and complexity to the requirement being competed. The Offeror shall explain the relevance of each past-performance project. Experience of subcontractors shall be included. The Offeror shall cite not more than five (5) projects performed within the last five (5) years. For each relevant project, Offerors shall identify the following:

- Customer
- Contract Number/Contract Title
- Contract Value
- Delivery Schedule/Period of Performance
- Description of the Work Performed
- Whether work was performed onsite or offsite
- Whether personnel had security clearances and at what level
- Unique or Complex Characteristics of the Project
- Relevance to DHS Requirement

The Offeror shall provide a list of references complete with points of contact; names and addresses that can be used by the Government to collect data on the Offeror's history of recent and relevant past performance. The references shall include at a minimum the projects identified above, but should not exceed a total of five (5) references. In order to facilitate the evaluation of the Offeror's past performance, the Offeror shall present the following information:

- a) Name and Address of Customer.
- b) Contract Number.
- c) Brief Description of Contract.
- d) Brief Description of Services Provided/Technologies Used.
- e) Name, address and current phone number for the Customer's Business Manager (Contracting Officer).
- f) Name, address and current phone number for the Customer's Technical Manager.

In addition, the Past Performance Questionnaire (SOW Attachment A.3) must be completed by the references and delivered by the client to the CO as part of the proposal package. Offeror(s) should instruct their references to fax the completed questionnaires directly to the Contracting Officer as noted on the forms.

### 3.3.3.3 Price Proposal

The Offers price proposal shall consist of filling out the table in the diskette supplied with this RFQ plus a brief text explaining price-related items. Offerors must include any material and



handling fees not present in their respective schedules. See Section 5 for additional instructions on submitting Pricing Schedule(s).

### **3.3.4 Minimum Acceptance Period**

- (a) The Government requires a minimum acceptance period of 90 calendar days for the offer.
- (b) In the space provided immediately below, Offerors may specify a longer acceptance period than the Government's minimum requirement. The Offeror allows the following acceptance period: [specify number of calendar days].
- (c) An offer allowing less than the Government's minimum acceptance period shall be rejected.

### **3.3.5 Proposal Rejection**

The Government may reject any proposal that does not address the totality of the solicitation requirements, including the contract terms and conditions.

#### **4. EVALUATION**

The Offeror's experience will be evaluated on the degree of relevance to the requirements of the RFQ on the basis of similarity in size, scope, complexity, and technical difficulty. Recent experience within the last five (5) years will be evaluated. Evaluations may include interviews with previous clients of the prime Contractor and subcontractors and may include interviews with previous clients of proposed key personnel.

##### **4.1 Basis for award**

The Government will make a selection and award a BPA(s) in accordance with the guidelines provided by FAR and the GSA Schedule for Best Value award to the responsible Offeror whose proposal conforms to the RFQ. BPAs will be awarded for one base year plus four option years. Upon award of the BPA, DHS will award orders in a Firm Fixed Price or Time and Material basis, and may include incentive fee, based on the services requested. The performance period for each Call will be described in the Call.

##### **4.2 Discussions**

The Government intends to award without discussions with Offerors (except communications conducted for the purpose of clarification). Consequently, each offer should be submitted on the most favorable terms that the offering firm is able to submit to the Government. The Government reserves the right to conduct discussions if they are later determined by the CO to be necessary.

##### **4.3 Non-Agency Evaluation Support**

The Government may include personnel from other than Government agencies and/or contractor personnel to support the Government's evaluation of proposals. Those personnel will have access to information contained in the offeror's proposals and will be subject to the appropriate conflict of interest, standards of conduct, and confidentiality restrictions.

##### **4.4 Evaluation Factors And Methodology**

The Government will evaluate each proposal using the following evaluation factors listed in the descending order of its importance:

- **Technical Capability**
- **Past Performance**
- **Price**

When combined, Technical Capability and Past Performance are significantly more important than price. If two Offerors have similar technical capability and past performance, then price may become the discriminating factor.

#### 4.4.1 Technical Capability Evaluation Criteria

The Technical Capability factor assesses the ability of the Contractor to demonstrate the knowledge, understanding, and technical ability to meet the requirements in the SOW as required in the BPA. The Offeror must address the SOW in its proposal. The Offeror must demonstrate its proficiency in the technical/management support services listed in the SOW.

The following sub-factors will be considered in evaluating the Offeror's Technical Capability, and should be addressed in Offeror's proposals. These factors are of equal importance and, when combined, will comprise the Technical Capability rating. Evaluators will rate each sub-factor separately and the ratings will be rolled up into a summary rating for overall ratings on Management and on Performance. Management and Performance ratings will then be combined into a single rating for Technical Capability.

**Management Factors:** Evaluators will look for evidence of the following in the Offeror's proposal:

- A method that will maintain management and communications control (including security) over a large workforce in geographically dispersed locations
- A demonstration of the Offeror's understanding of working in a Government environment on a nation-wide project with widely dispersed field offices
- A method to provide appropriate personnel in start up situations, to maintain required staffing levels without interruption, and to retain and motivate qualified employees
- A method to show how the Offeror will manage workloads and balance resources in order to meet unanticipated surges in varying locations, including local offices
- An explanation of how the Offeror will assure timely and accurate delivery of invoices and required reports
- A demonstration of the Offeror's understanding of, and ability to establish and maintain, Quality Control operations, quality standards, and continuous quality improvement in a project of this scale

**Performance Factors:** Evaluators will look for evidence of the following in the Offeror's proposal:

- A method to maintain high security standards in projects dealing with sensitive materials that move among dispersed locations
- A method to maintain daily operations in accordance with prescribed procedures and according to required timetables
- An explanation of how the contractor will maintain customer satisfaction, including how customer satisfaction will be ascertained and measured and how remedies will be applied to address any dissatisfaction that occurs
- A method to conduct ongoing training of personnel to meet requirements for special skills and customized procedures
- A method to collect and maintain ongoing productivity data that will produce meaningful and reliable performance reporting

- A method to maintain communications and control over a widely-dispersed workforce to make early assessments of performance deficiencies and maintain local customer satisfaction

The Government will evaluate the technical capability factors using the adjectival ratings described in the following table:

#### Technical Capability Adjectival Ratings

<b>Outstanding</b>	<p>The Contractor significantly excels in the management factors listed in the evaluation criterion in section 4.4.1.</p> <p>The Contractor significantly excels in the performance factors listed in the evaluation criterion in section 4.4.1.</p>
<b>Good</b>	<p>The Contractor excels in the management factors listed in section 4.4.1.</p> <p>The Contractor excels in the performance factors listed in section 4.4.1.</p> <p>The proposal possesses several significant strengths but has noted weaknesses in some of the subfactors.</p>
<b>Acceptable</b>	<p>The Contractor meets the management factors listed in section 4.4.1.</p> <p>The Contractor meets the performance factors listed in section 4.4.1.</p> <p>The proposal possesses some strengths which may be minor or of no value to the Government.</p>
<b>Unacceptable</b>	<p>The Contractor does not adequately address, or does not show adequate strength in, the management factor as listed in section 4.4.1.</p> <p>The Contractor does not adequately address, or does not show adequate strength in, the performance factors listed in section 4.4.1.</p> <p>(When applying this adjective to a proposal as a whole, the proposal must be so unacceptable in one or more areas that it would have to be significantly revised in order to attempt to make it other than unacceptable.)</p>

#### 4.4.2 Past Performance Evaluation Criteria

The Offeror's experience will be evaluated on the degree of relevance to the requirements of the RFQ on the basis of similarity in size, scope, complexity, and technical difficulty, and on the Past-Performance Questionnaires submitted by past clients. Recent experience within the last five (5) years will be evaluated.

If some of the Offeror's experience is relevant and the rest is not, only the relevant experience will be evaluated for purposes of past performance. If no experience is relevant or the experience that is relevant cannot be evaluated due to a reference's failure to respond, a rating of "Neutral" will be assigned for past performance as defined below. If the Offeror has no past performance, the Offeror shall submit a certification to the Contracting Officer indicating the

Offeror has no past performance. The certification shall be in a separately sealed envelope clearly marked with the solicitation number and accompanied with the RFQ volumes.

**Evaluations may include interviews with previous clients of the prime Contractor and subcontractors and may include interviews with previous clients of proposed key personnel.**

The Government will evaluate past performance using the following adjectival ratings:

#### **Past Performance Adjectival Ratings**

<b>Neutral</b>	No past performance available for evaluation. Offeror has asserted that it has no directly related or similar relevant past performance experience. Proposal receives no merit or demerit for this factor.
<b>Outstanding</b>	Based on the Offeror's record of past performance, no issues, concerns, or risks are associated with receiving timely services and contract performance. Past Performance Questionnaires and the Offeror's experiences indicate that the Offeror is capable of exceeding the requirements of the orders issued under the BPA.
<b>Good</b>	The Offeror's record of past performance indicates there is very little risk associated with receiving quality products, timely services and full contract performance. Past Performance Questionnaires and the Offeror's experience indicate the Offeror will meet or possibly exceed the requirements of the orders issued under this BPA.
<b>Acceptable</b>	The Offeror's record of past performance indicates that there is some potential risk associated with receiving quality products, timely services, and contract performance. Past Performance Questionnaires and the Offeror's experience indicate the Offeror may have some problems during performance of orders issued under this BPA.
<b>Unacceptable</b>	The Offeror's record of past performance indicates it will be unable to perform successfully on orders issued under this BPA.

#### **4.4.3 Price**

The Offeror shall prepare a Price Proposal that contains all information necessary to allow for a comprehensive evaluation of the discounts proposed by the Offeror. The Price Proposal shall consist of pricing tables (for five years) and an accompanying narrative that fully describes all assumptions made and conditions stipulated by the Offeror.

Each Offeror is required to provide a Price Proposal as part of its overall proposal. The Price Proposal must be prepared in accordance with the instructions provided herein. The Offeror shall propose prices for five (5) years, with the period of performance beginning July 1, 2003. All proposed prices must be included on or derived from the Offeror's or a team member's GSA Schedule.

### 5. PRICING SCHEDULE

Accompanying this RFQ is a diskette containing a Microsoft Excel spreadsheet file named *Pricing Schedule.xls*. It contains six worksheets; one for the Base BPA Year, one for each of the four Option Years, and one for Other Direct Costs (ODCs). The tabs of each worksheet are labeled accordingly. The Offeror shall use this spreadsheet to record the GSA rates, percentage discount, discounted rates, and discounted overtime rates for each labor category at each location by entering data in the cells that are shaded in green. ODCs are provided for information only. Offerors are not required to provide input on the worksheet labeled "ODC".

Enter pricing information in all cells with green shading.

Formulas built into the spreadsheet will automatically calculate totals from each worksheet. Do not enter data into these cells!

	Program Management	Operations Support	Total Labor	ODCs	Total
Base BPA Year	0.00	0.00	0.00	373,600.00	\$373,600.00
Option Year 1	0.00	0.00	0.00	381,600.00	\$381,600.00
Option Year 2	0.00	0.00	0.00	381,600.00	\$381,600.00
Option Year 3	0.00	0.00	0.00	381,600.00	\$381,600.00
Option Year 4	0.00	0.00	0.00	381,600.00	\$381,600.00

Program Management				
Washington, DC	Project Manager	NA	1,900	0.00
	Asst Project Manager	NA	1,900	0.00
	Sr. Management Analyst	NA	1,900	0.00
	Management Analyst	NA	7,600	0.00
	Instructor - Trainer	NA	1,900	0.00

There is one tab (worksheet) for each year of the BPA. Enter pricing information on each.

ODC worksheet is presented for information only. No input is required from Offerors. The same ODC figures will be applied to pricing quotations from all Offerors.

**Example:**

GSA Rate: \$50.00/hour  
Discount: 10%  
Discounted Rate: \$45.00  
Discounted Overtime Rate: \$55.00

Note: This example does not reflect any Government expected rates or discounts. It is only as an example of how to complete the worksheet

Base BPA Year				
Program Management				
New York	Functional Area Supv		1,900	85,500.00
	Cashier		1,900	66,880.00
	File Clerk		1,900	39,900.00

The Offeror may include a text file, in MS Word, with the Pricing Schedule if it is necessary to include any additional information or explanation of its pricing proposal. The offeror shall certify that their GSA rates properly reflect applicable Department of Labor Wage Determinations, if any.

**5.1 Pricing Schedule Evaluation Criteria**

Price will be evaluated for price reasonableness. The price analysis must take into account that the GSA Schedule price has been deemed fair and reasonable; however, the discounted price may be unrealistic if the base rate (the salary the employee receives) is insufficient to retain quality personnel and keep turnover to a reasonable level. The Government will conduct its price analysis using one or more of the techniques specified in FAR 15.404-1(b).

**Composite rates (rates mapped to a given labor category in this RFQ consisting of a combination of two or more labor categories) are not permitted, and the use thereof shall make the Offeror ineligible for award.**

The total evaluated price is the sum of the total <sup>discounted</sup> evaluated labor price and the total evaluated ODCs including the proposed indirect rates for the base year and four (4) additional years.

Travel required of the contractor will be specified in individual BPA calls, and all travel shall be allowed only if prior approval is received from the HQ COTR.

**5.2 Other Direct Costs (ODCs)**

If ODC Material and Handling Rates are included in the Offeror's GSA schedule, the Offeror shall state what percentage of the rate they represent. If Material and Handling Rates are not

included in the Offeror's GSA schedule, the Offeror shall include them in its Pricing Schedule, state what percentage of the rate they represent, and include a rationale for the percentage.

ODCs under the BPA generally consist of:

- Travel for management and oversight personnel, and for balancing the workforce to meet workload surges
- Lease, maintenance, operation, and insurance of courier vans at specified sites
- Purchase of laptop computers in the base BPA year for site managers or assistant site managers, and maintenance of the laptop computers during the option years
- Cell phone service for couriers and managers at specified sites

### **5.3 Estimated Hours**

The hours shown on the Pricing Schedule are estimated hours, for evaluation purposes only. As the Statement of Work (SOW) in Attachment A makes clear, the actual workload is subject to change, due to the transition to the Department of Homeland Security and to uncertain world events that may affect U.S. border security.

### **5.4 Overtime Rates**

The labor categories listed in Section 6, below, are considered management and oversight positions and are non-exempt. Overtime payment is not authorized for these positions and Offerors should not complete the "Discounted Overtime Rate" section of the Pricing Schedule for these positions.

- Project Manager
- Assistant Project Manager
- Site Manager
- Assistant Site Manager
- Quality Control Inspector
- Regional Manager
- Senior Management Analyst
- Management Analyst
- Instructor/Trainer

The following labor categories are considered to be exempt positions. Offerors are requested to provide overtime rates for these positions in the Pricing Schedule.

- Driver (Courier)
- Mail Clerk
- File Clerk
- Cashier
- General Office Worker
- Data Entry Clerk



## 6. LABOR CATEGORIES

### 6.1 Labor Category Definitions – Key Personnel

#### 6.1.1 Project Manager

**Duties:** The Project Manager plans, organizes, and controls the overall activities of the BPA at all geographically-dispersed sites (i.e. project management technical work, quality control, scheduling and costs associated with various Calls made against the BPA). The Project Manager is the Contractor's primary interface with the Government Representative and DHS personnel locally and at DHS Headquarters. The Project Manager ensures that all contractor-performed activities at all site locations are operated in conformance with the terms and conditions of the BPA and with the individual Calls issued.

**General Experience:** At least eight (8) years of progressively responsible experience in records or information systems management including financial, administrative, and project management responsibilities. The Project Manager must possess strong verbal and written communication skills.

**Specialized Experience:** At least four (4) years of experience relating directly to the management and oversight of records or information systems operation, including administering contracts, overseeing major project operations, supervising personnel, and interacting with technical and functional personnel at all organizational levels. Specific experience is required in managing a large-scale project involving data entry, mail and file management/quality control. The Project Manager must have a minimum of two (2) years of Government contract management experience.

**Education:** The Project Manager must have earned an advanced degree (masters level or equivalent) in a field of study directly related to management of contracts, records, finances, businesses or information systems. Related work experience may be substituted for the formal education requirement at a rate of one year of work experience for each year of college credits earned.

#### 6.1.2 Assistant Project Manager

**Duties:** The Assistant Project Manager assists the Project Manager in planning, organizing, and controlling the overall activities of the BPA at all geographically-dispersed sites (i.e. project management technical work, quality control, scheduling and costs associated with various Calls made against the BPA). The Assistant Project Manager will have the authority to act on behalf of the Project Manager in the Project Manager's absence or when assigned such duties by the Project Manager.

**General Experience:** The Assistant Project Manager must have at least six (6) years of progressively responsible experience in records or information systems management including financial, administrative, and project management responsibilities. The

Assistant Project Manager must possess strong verbal and written communication skills to function in a high level executive environment.

**Specialized Experience:** The Assistant Project Manager must have at least three (3) years of experience relating directly to the management and oversight of records or information systems operations, including administering contracts, overseeing major project operations, supervising personnel, and interacting with technical and functional personnel at all organizational levels. Specific experience is required in managing a large-scale project involving data entry, mail and file management/quality control. Must have a minimum of two (2) years of Government contract management experience.

**Education:** The Assistant Project Manager must have earned an advanced degree (masters level or equivalent) in a field of study directly related to management of contracts, records, finances, businesses or information systems. Related work experience may be substituted for the formal education requirement at a rate of one year of work experience for each year of college credits earned.

### 6.1.3 Site Manager

**Duties:** The Site Manager is responsible for the day-to-day Records Operation of the BPA at one of the designated DHS district office sites. Duties include responsibility for and monitoring of the data entry, fee collection/processing, mail and file operations, and quality control processes to insure compliance with the BPA. The Site Manager is responsible for day-to-day planning and for coordination with other BPA supervisors and quality control personnel. Maintains liaison with local DHS management personnel.

**General Experience:** The Site Manager must have at least three (3) years direct records management experience.

**Specialized Experience:** The Site Manager must have at least two (2) years management/supervisory experience in directing a records management program. No substitution of education for specialized experience is permitted.

**Education:** The Site Manager must have a college degree. Professional membership in records or management organizations preferred.

### 6.1.4 Assistant Site Manager

**Duties:** The Assistant Site Manager reports to and assists the Site Manager, and performs the duties of the Site Manager in the absence of the Site Manager. The Assistant Site Manager is responsible, under the direction of the Site Manager, for the day-to-day Records Operation of the BPA at one of the designated DHS district sub offices. Duties include responsibility for and monitoring of the data entry, fee collection/processing, mail and file operations, and quality control processes to insure compliance with the BPA. The Assistant Site Manager performs day-to-day planning and coordinates with the district Site Manager and other BPA supervisors and quality control personnel. The Assistant Site Manager maintains liaison with local DHS management personnel in the designated sub-office.

**General Experience:** The Assistant Site Manager must have at least two (2) years direct records management experience.

**Specialized Experience:** The Assistant Site Manager must have at least one (1) year management/supervisory experience in directing a records program. No substitution of education for specialized experience is permitted.

**Education:** Associates degree required, college degree preferred.

#### **6.1.5 Functional Area Supervisor (FAS)**

**Duties:** The FAS directs, assists, and supervises staff in performing the applicable support function such as mail operations, file operations, data entry, fee collection/processing, and courier. The FAS performs quality control and ensures timely delivery of all deliverables as they relate to that functional area. The FAS tracks the progress of all functional area activities and reports the status to the contractor Site Manager.

**General Experience:** The FAS must have at least two (2) years direct records management or administrative services experience.

**Specialized Experience:** The FAS must have at least one (1) year supervisory experience on an administrative services contract performing for the Federal Government. Attention to detail, the ability to work in a team environment, and the ability to read and follow instructions explicitly are critical attributes. The FAS must be able to prioritize work for a number of people and possess good oral and written communication skills. No substitution of education for specialized experience is permitted.

**Education:** The FAS must be a high school graduate or equivalent.

#### **6.1.6 Quality Control Inspector (QCI)**

**Duties:** The QCI verifies compliance with work standards, paying particular attention to timeliness and accuracy of the work performed; screens problem documents for corrective action; keeps various logs; and uses random sampling to evaluate process efficiency. The QCI is responsible for recognizing data problems that might invalidate samples, investigating complaints and violations, preparing reports of findings and action taken or recommended, and recommending changes in standards, administrative procedures, methods, and standards.

**General Experience:** The QCI must have at least two (2) years experience in quality control activities. He or she must have the ability to identify problems and suggest solutions.

**Specialized experience:** The QCI must have at least one (1) year conducting quality control activities in a records management, information management, or administrative services environment.

**Education:** The QCI must be a high school graduate or equivalent.

## **6.2 Labor Category Definitions – Non-Key Personnel**

### **6.2.1 Regional Manager**

The Regional Manager reports to and assists the Project Manager and Assistant Project Manager in providing management oversight to their respective offices. The Regional Manager is responsible for collecting, analyzing, and submitting various reports from offices within their region. The Regional Manager conducts visits and ensures the assigned offices are staffed and personnel are trained. He or she also maintains liaison with the designated government representative(s).

### **6.2.2 Senior Management Analyst**

The Senior Management Analyst establishes the overall objectives and initiatives of a quality control management department. He or she develops ideas for new products that involve the quality control management department. The Senior Management Analyst provides quality control and management expertise to other departments where needed and assures compliance with approved methods and quality standards.

### **6.2.3 Management Analyst**

The Management Analyst is responsible for organizing highly complex activities for the development, implementation, and maintenance of quality control projects and plans. He or she assures compliance with approved methods and quality standards. The Management Analyst has a familiarity with a variety of the field's concepts, practices, and procedures.

### **6.2.4 Instructor/Trainer**

The Instructor/Trainer develops and presents training materials based on established standard operating procedures for each position and task. The Instructor/Trainer creates and distributes approved training aids and job task aids for each position, and ensures standard operating procedures are followed at all times. The Instructor/Trainer must have strong leadership and communication skills and able to motivate the staff. He or she must have an understanding of adult learning theory and adult training techniques.

### **6.2.5 Driver (Courier)**

The Courier drives light trucks to deliver messages, documents, packages, and mail to various Government agencies and business concerns. He or she may transport office personnel and visitors, and perform miscellaneous errands such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. The Courier obtains receipts for articles delivered and keeps a log of items received and delivered. The Courier may deliver items to offices and departments within an establishment.

### **6.2.6 Mail Clerk**

Mail clerks sort internal mail and deliver it to the destination, often using carts to carry the mail between offices. Mail clerks also handle external mail, serving as the link between the U.S. Postal Service and individual offices and workers. They sort incoming mail and deliver mail within large office buildings. They also prepare outgoing mail for delivery to the post office. To facilitate delivery of outgoing mail, mail clerks often determine if the mail is to be sent registered, certified, special delivery, or first, second, third, or fourth class, and may group mailings by ZIP code. When necessary, they contact delivery services to send important letters or parcels. Mail clerks operate machines that collate, fold, and insert material to be mailed into envelopes. They also operate machines that affix postage and mailing labels. In addition, mail clerks use computers to keep records of incoming or outgoing items. Mail clerks must be careful and dependable workers. They must be able to do routine work and work well with their hands.

### **6.2.7 File Clerk**

File Clerks, also called "records and information clerks" or "record center clerks", examine incoming material and code it numerically, alphabetically, or by subject matter. They store forms, letters, receipts, or reports in paper form or enter necessary information into other storage devices. File Clerks operate mechanized files that rotate to bring the needed records to them. File Clerks film or scan documents for storage and retrieval. File Clerks ensure that new information is added to the files in a timely manner and may destroy outdated file materials or transfer them to inactive storage. They also check files at regular intervals to make sure that all items are correctly sequenced and placed. Whenever records cannot be located, the File Clerk searches for the missing material. As an organization's need for information changes, File Clerks implement changes to the filing system established by supervisory personnel. When records are requested, File Clerks locate them and give them to the borrower. If necessary, File Clerks make copies of records and distribute them. They keep track of materials removed from the files and ensure that those given out are returned. A growing number of File Clerks are using computerized filing and retrieval systems. To retrieve a document, the clerk enters the document's identification code, obtains the location, and pulls the document. Even when files are stored electronically, backup paper or electronic copies generally are kept. In small offices, File Clerks often have additional responsibilities. These may include data entry, word processing, sorting mail, and operating copying machines.

### **6.2.8 Cashier**

Cashiers receive payment from applicants, in person or in the mail, in the form of currency and acceptable negotiable instruments and credit cards; accept or reject payment; account for rejected transaction; verify the accuracy of the payment; verifies the completeness, readability, and signature of the instrument; prepare receipts; and safeguard and maintain accountability of all funds collected in accordance with DHS and Department of Treasury guidance. They prepare the documentation required to forward funds to the designated repository or to return funds from rejected transactions; deposit funds in the designated repository or armored vehicle; verify proper crediting of accounts to the U.S. Treasury and reconcile errors and disputes in accordance with DHS and U.S. Treasury policies. Cashiers bring discrepancies to the attention of the Government; forward the required documentation to the designated DHS finance office; and maintain a record of the documentation forwarded. They perform all transactions in compliance

with generally accepted accounting procedures. They conduct internal audits to validate the funds-tracking process.

### **6.2.9 General Office Worker (GOW)**

GOWs, also called "contract adjudication clerks" (CAC), support BCIS Adjudications functions by providing clerical and administrative support in the production of N-400 (Application for Naturalization) and I-485 (Application to Register Permanent Resident or Adjust Status). They also provide support for the production of other forms and applications used in the adjudication process. They perform all clerical tasks related to Naturalization ceremonies, including the preparation and distribution of naturalization certificates and the retrieval of documentation from applicants. GOWs contact applicants to schedule dates and times of naturalization ceremonies. They file naturalization certificates and notices in the appropriate alien file.

### **6.2.10 Data Entry Clerk**

Data Entry Clerks enter information from DHS source documents into various automated systems using formatted input screens. Source information includes applications, petitions, forms, supplemental documentation, DHS decisions, and other documents. They modify, update, and correct data contained in automated systems. They perform data inquiries and searches on DHS automated systems; generate records and reports from these systems; perform name and Alien number searches. This position requires the application of training, experience and judgement in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered.

## 7. BPA ADMINISTRATION

### 7.1 Contracting Officer

The Contracting Officer has overall responsibility for this BPA. The CO alone, without delegation, is authorized to take action on behalf of the Government to amend, modify, or deviate from the BPA terms, conditions, and requirements. The CO may delegate certain responsibilities to his authorized representatives. Only the CO or a designated CO can issue Calls under this BPA in support of INS Records operations. The CO is located at:

Department of Homeland Security (DHS)  
Formerly Immigration and Naturalization Service (INS)  
425 I Street, N.W.  
Washington, DC 20536

All written communications with the CO shall make reference to the BPA and, if applicable, the Call number.

### 7.2 Contracting Officer's Technical Representative (COTR and On-Site COTRs)

The Principal COTR will coordinate the technical aspects of this BPA and inspect items/services furnished hereunder. However, neither the HQ COTR nor the On-Site COTRs are authorized to change any terms and conditions of the BPA. The COTR will be the first contact point for any questions or difficulties that arise related to the performance of work under this BPA. The Principal COTR is located at:

Department of Homeland Security (DHS)  
Formerly Immigration and Naturalization Service (INS)  
ULLICO Building, 4<sup>th</sup> Floor  
111 Massachusetts Ave.,  
Washington, DC 20001

The Primary On-Site COTRs and Alternate COTRs are:

*This information along with Site Specific Requirements will be provided at the time of BPA Award.*

The HQ COTR, alternate COTR, and On-Site COTRs are designated by the CO to assist in the discharge of the CO's responsibilities when the CO is unable to be directly in touch with the BPA work. Only the CO has the authority to: 1) alter the Contractor's obligations under this BPA or 2) modify any of the expressed terms, conditions, specifications, or price of the BPA. If, as a result of technical discussions, it is desirable to alter or change contractual obligations of the parties or the Specification or Work Statement, the Contracting Officer shall issue such changes in writing.

### **7.2.1 Technical Direction**

Performance of work under this BPA shall be subject to the technical direction of the COTR, alternate COTR, and On-Site COTRs. As used herein, "technical direction" is limited to directions to the Contractor which fill in details or otherwise complete the general description of work set forth herein. Technical Direction cannot alter or add to the scope of the BPA.

### **7.2.2 On-Site COTRs**

The On-Site COTRs duties cannot be re-delegated or assumed by another INS employee, without the written approval of the CO. The On-Site COTR duties and responsibilities include, but are not limited to the following:

- Keeping a copy of the BPA, Call, Quality Assurance Surveillance Plan (QASP), an inventory of GFP issued to the contractor, and the Contractor's Project Management Plans and becoming familiar with them.
- Understanding the limits of their responsibilities and authority as On-Site COTRs.
- Monitoring the Contractor's performance.
- Accurately maintaining files for documents and correspondence pertaining to the BPA and Calls.
- Documenting significant actions, conversations, etc., as they occur.
- Giving daily production requirements and priorities, task assignments, or instructions to the contractor in writing.
- Ensuring that all Government property is used properly and that satisfactory measures are taken to protect and safeguard the property.
- Informing the Contracting Officer, via the HQ COTR, of unforeseen conditions or any contemplated changes, any labor disputes, problems or violations impacting contractor performance, reassignment of the On-Site COTR or alternate, or any unsatisfactory performance that has been documented in writing.
- Performing random floor checks to validate contractor attendance and random outputs to ensure that contractor personnel are accomplishing their assigned tasks.
- Ensuring the accuracy of all reports submitted by the contractor.
- Reviewing and signing contractor time sheets, highlighting any areas of concern and providing an explanation of the concern.
- Maintaining open lines of communication and daily contact with the contractor to become aware of, and gain an understanding of BPA issues and work schedules.



- Validating and Documenting Proficiency/Training in accordance with Section 4.8 of the SOW, which reads, in part:

*The on-site COTR or Alternate COTR will verify quarterly the proficiency of each contract employee (including training for the start up of new sites and changes in key personnel), in accordance with the QASP and DHS policies, regulations, and guidance including site-specific SOPs.*

- Meeting every day with the on-site contractor in charge to review status.
- Responding to special requests and required reports (such as Incentive Fee Scorecard, Semi-Monthly COTR report, in the prescribed formats.)

ATTACHMENT – A

STATEMENT OF WORK

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