

## **DHS RECORDS SERVICES SUPPORT STATEMENT OF WORK**

### **1. SCOPE**

Services under this contract include records-management support services provided to 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 (ORM)

The support services required under this contract include, but are not limited to, the activities in the following list. Some of these activities apply to both programs; others belong to just one. These activities are described in more detail in the "Requirements" section (Section 4), along with additional, non-routine, tasks:

- Project Management
- Courier services
- Mail operations
- File operations and maintenance
- Data entry services
- Fee-processing
- Database queries, photocopying, and scanning
- Preparation of Naturalization certificates
- Support of Naturalization ceremonies
- Scheduling of applicant interviews and ceremonies
- Training
- Interagency Border Inspection System (IBIS) checks
- Ad hoc records-management services

Safe, accurate, secure, and timely management of the service's records is critical to these two programs in order for them to achieve their DHS mission. DHS is looking for a contractor who can perform these routine tasks with extraordinary care, demonstrating an active concern for the importance DHS records play in the lives of the immigrants they represent and in maintaining the security of this nation.

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.

## **2. BACKGROUND**

Support services to be provided by this BPA are currently being provided to two DHS components: the Bureau of Citizenship and Immigration Services (BCIS) and the DHS Office of Records Management (ORM). These two components are described in the following sections.

### **2.1 DHS Office of Records Management**

The mission of the DHS Office of Records Management (DHS-ORM) is "to develop and implement policies, procedures, technology, and performance objectives to systematically create, maintain, use, and dispose of DHS records in support of internal and external customers."

To carry out its mission responsibilities, DHS-ORM ensures that the activities of DHS are fully and adequately documented, and that records, including over 40 million active and retired Alien Files (A-Files) are appropriately managed. Among DHS-ORM's records-management duties, of relevance to this BPA, are the following:

- Ensuring the data integrity of DHS records within its control
- Formulating policy and guidelines to ensure that DHS-wide processing, storing, and handling of DHS records is in compliance with National Archives and Records Administration (NARA) regulations, Federal laws, regulations, and congressional mandates, including the Freedom of Information Act/Privacy Act (FOIA/PA)
- Acting as historian, librarian, and custodian of DHS records and historical memorabilia
- Reviewing and analyzing proposed legislation to determine its impact on the DHS Records Program
- Developing records policy and training for DHS and contractor personnel who maintain and handle DHS records
- Ensuring that contract oversight and quality assurance guidelines are implemented in all DHS offices that use contracted Records Program support services
- Acting as liaison on Records program management and policy with Field Offices, Regional Offices, Headquarters Offices, the National Records Center (NRC), and other Federal agencies regarding records management
- Training DHS and contractor personnel in DHS records-management policy and procedures as they appear in the Records Operations Handbook (ROH) and in the Quality Assurance Surveillance Plan (QASP)
- Processing fees/funds within the prescribed guidelines

## **2.2 Bureau of Citizenship and Immigration Services (BCIS)**

The mission of the DHS Bureau of Citizenship and Immigration Services is "to build and maintain an immigration services system that provides immigration information and benefits in a timely, accurate, consistent, courteous, and professional manner."

To accomplish its mission, BCIS receives and processes applications and petitions including:

- Family-based applications for permission for close relatives to immigrate, gain permanent residency, work, etc.
- Employment-based applications for permission for current and prospective employees to immigrate or stay in the United States temporarily
- Residence and status applications to adjust status to permanent resident, obtain employment authorization or replace a green card
- Naturalization of persons who wish to become United States citizens
- Special status programs such as Temporary Protected Status, Refugee, and Asylum in instances where the United States offers such status as a form of humanitarian aid to foreign nationals

BCIS services under this BPA are provided from 12 District Offices and 69 Field Offices.

## **2.3 Organizational Scope**

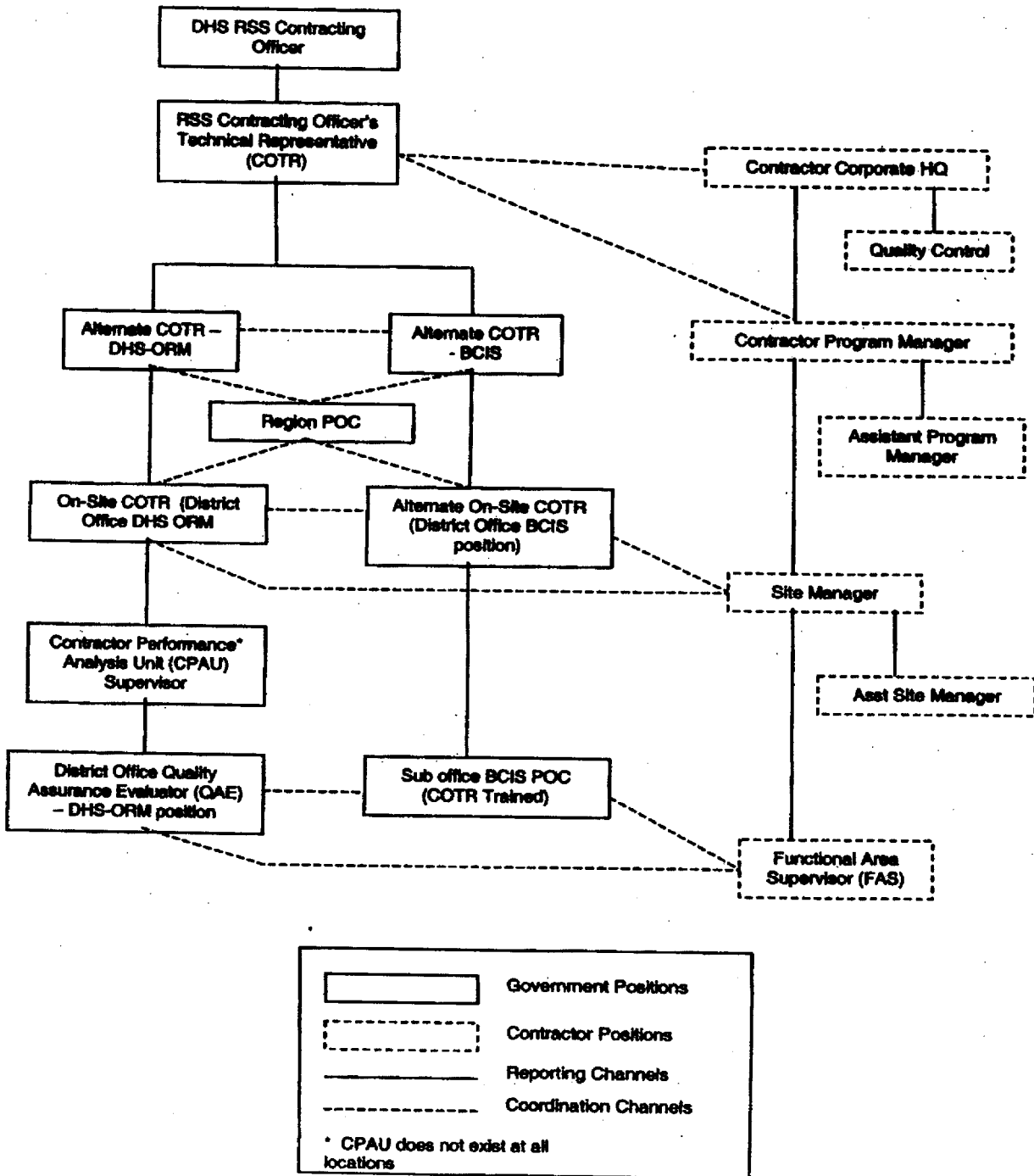
Contractor activities for all the offices supported by this BPA currently come under the supervision of the Headquarters (HQ) Contracting Officer's Technical Representative (COTR). The HQ COTR will use the Regional Offices to facilitate communication and coordination on contract matters at field offices. The Regional Offices are:

- Eastern Region, Burlington, VT
- Central Region, Dallas, TX
- Western Region, Laguna Niguel, CA

Each field office is represented by a site COTR and/or Alternate COTR for all contract matters at the particular field office. Individual field sites are listed in Section 8, "Place of Performance."

The chart on the following page shows the present administrative structure of the RSS project.

# RSS Administration



## **2.4 Future Considerations**

At present, many of the services described in this SOW are common to both DHS-ORM and BCIS, while others are required by only one of the programs. In this SOW, the tasks are described as they are currently being performed. Calls under this BPA will identify which program will require these services.

The new organization, the new chain of command, and the mission focus brought about by the transition to DHS may place additional demands on the field offices for services within the scope of this contract. Other DHS programs may be supported by this change.

The DHS may experience large fluctuations in application and production volumes. BCIS is adding staff and facilities nationwide to support recent increases in workloads. The contractor should expect places of performance to be added, deleted, or changed during the BPA term. Changes to types of DHS offices to be supported may also change; e.g., Ports of Entry (POE) may be added. Business processes may be changed. BPA Calls will update any of these changes in terminology, locations, or processes.

## **2.5 Non-Personal Services**

This is a "Non-personal Services" BPA. The personnel rendering the services are not subject, either by the BPA'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.

### **3. GOALS AND OBJECTIVES**

The goals and objectives of this BPA are the following:

- To improve customer satisfaction by responding fully to customer requirements for timeliness and accuracy of support services
- To maintain the security and integrity of A-Files and related documents
- To maintain accurate and complete documentation of internal records-management business processes in order to improve operational effectiveness
- To decrease the existing backlog and avoid future backlogs in areas of performance requirements
- To decrease response time for answering new and pending requests
- To monitor and measure records-management compliance with applicable Government policies, procedures, directives, and established Best Practices
- To maintain a properly trained and skilled records-management contractor staff
- To be innovative in drawing from lessons learned to develop Best Practices

#### **4. REQUIREMENTS**

The tasks described below include current tasks required by DHS-ORM and BCIS, as well as additional potential records-management support services that may be required in the near future. The tasks are described in general terms to delineate the scope of the BPA. Specific tasks may be further defined in individual BPA Calls, but the scope will not change. BPA Calls may include any of the following tasks:

- Project Management (Task 4.1)
- Courier Services (Task 4.2)
- Mail Operations (Task 4.3)
- File Operations and Maintenance (Task 4.4)
- Data Systems Activities (Task 4.5)
- Fee Processing (Task 4.6)
- Support for Adjudications (Task 4.7)
- Naturalization Ceremony Support (Task 4.7.1)
- Applicant Scheduling (Task 4.7.2)
- Training (Task 4.8)
- Interagency Border Inspection System (IBIS) Checks (4.9)
- Ad Hoc Records-Management and Adjudications Support (Task 4.10)

All the requirements in Section 4 shall be performed in accordance with the standards, schedules, deadlines, and other regulations and guidance provided in Section 5. This guidance includes the Records Operations Handbook (ROH) and the Quality Assurance Surveillance Plan (QASP), which are referenced in the requirements section. (See Section 5 for availability of these documents.)

##### **4.1 Project Management**

The Contractor shall provide a project management team, including a Program Manager (PM) and Assistant Program Manager (APM), stationed within the Washington, DC, Metropolitan Area, who shall serve as a single POC for the DHS COTR on all matters relating to this BPA. The Contractor's project management team shall be structured so that no one on the Contractor's staff shall accept any tasking from Government personnel without the knowledge of the PM and the concurrence of the DHS HQ COTR. All taskings from on-site COTRs or Alternate COTRs shall be put in writing and appropriately documented in the Project Management Plan.

Because of the geographical dispersion of the RSS sites, the contractor's PM and/or other contractor manager designated by the PM, shall visit each site at least once per quarter to conduct management oversight and maintain supervisory and personnel contact with contractor staff. Before making a site visit, the contractor's Program Manager shall submit a Visitor Authorization Request (VAR). Such visits will be authorized in advance

by DHS BCIS and DHS ORM HQ. If the contractor encounters any difficulty or delay in gaining access to a site, the contractor PM shall immediately inform the HQ COTR.

#### **4.1.1 Project Management Plan (PMP)**

The contractor shall manage all tasks under this BPA in accordance with its Project Management Plan (PMP), as approved by the DHS HQ COTR. The PMP shall contain, at a minimum, the following sections:

- Project Organization and Communications Plan
- Security Plan
- Quality Control Plan
- Quality Improvement Plan (QIP)
- Emergency Plan
- Reporting, Notices, and Invoices Plan
- Transition Plan
- Personnel Plan
- Training Plan
- Daily Operations Plan
- Backlog Avoidance/Reduction Plan
- Incentive Distribution Plan

The contractor shall explain how it will balance resources to fully support DHS requirements when there is an unusual workload surge.

Each of these PMP sections is described in detail in Attachment C. Additional sections of the PMP may be required as circumstances and mission requirements change.

#### **4.1.2 PMP Maintenance**

The contractor shall continuously maintain and update the DHS-approved PMP to assure that it reflects all changes made in the following:

- New BPA Calls that may change organization or procedures
- Changes in any documents that govern records-management procedures (see "Applicable Documents," Section 5)
- Site-based directives that are within scope of the BPA
- New technical direction issued within the scope of the authority of the DHS HQ COTR and on-site COTR or Alternate COTR
- Contractor's internal organizational structure whenever that may affect communications with DHS COTRs
- Modifications that add, delete, or change locations or types of DHS offices supported



Either of the following actions may initiate a PMP update:

- a) The contractor notifies the HQ COTR of the circumstance requiring a PMP update
- b) The HQ COTR notifies the contractor of the circumstance requiring a PMP update

When a change to the PMP is required, the contractor shall prepare dated change pages detailing the change, for approval by the DHS HQ COTR. Change pages shall be submitted not later than 10 business days following direction of the HQ COTR. If the contractor initiates the change, the contractor shall obtain verbal approval of the HQ COTR to formally submit a change page. Submission of each change page shall be accompanied by a brief summary of the background and circumstances leading to the change described. At the HQ COTR's discretion, changes in procedure may be implemented prior to formal approval of the change page, but the change shall not be considered permanent until formal approval is obtained.

#### **4.1.3 Identification of Workload Problems**

The Contractor shall be responsible for identifying backlogs, special workload factors, and deficient performance; and for implementing corrective action. Where such actions risk temporary reduction in the Contractor's ability to meet minimum acceptable performance criteria, require deviation from accepted practice, or require additional Government resources, the Contractor shall request and obtain written Government approval from the HQ COTR prior to initiating these actions.

#### **4.2 Courier Services**

The contractor shall schedule, track, and manage local transfer of mail, packages, and files between and among operating units, including, but not limited to, the following:

- DHS offices
- Other Government offices
- United States Post Offices
- DHS Naturalization Ceremony sites
- Federal Express (FedEx)
- Other commercial delivery services

The contractor shall perform non-scheduled, expedited deliveries or pick-ups during local established work hours. Additional courier services, within this general scope, may be required in specific BPA Calls. All courier services shall be insured and bonded.

#### **4.2.1 Delivery of Funds**

When tasked to deliver funds, the contractor shall provide for deposit of those funds within the scheduled operating hours of the designated financial institution and in accordance with the ROH and QASP. The contractor shall provide for the processing, verification, control, safeguard, transportation, maintenance, and accountability of all fees

and monies collected, in accordance with the principles and standards of the Federal Accounting Standards Advisory Board (FASAB) and with U.S. Treasury guidelines.

#### **4.2.2 Courier Delivery Vehicles**

The contractor shall provide the following vehicle services for courier and mail operations:

- The contractor shall supply vehicles to meet all size and security requirements of typical DHS deliveries.
- Vehicles shall be properly maintained to ensure that no deliveries are missed due to vehicle inoperability.
- If a contractor vehicle is out of operation for any reason -- an accident, break down, traffic violation or any other reason -- the contractor shall provide a replacement vehicle within three hours from the time the vehicle is deemed inoperable, with the approval of the HQ COTR.
- The contractor shall provide vehicle insurance, including liability coverage sufficient to ensure that the Government incurs no liability due to contractor's negligence in the operation of its vehicles. The Contractor shall provide a certificate of insurance to the HQ COTR.
- The contractor shall certify that all contractor-furnished vehicles and vehicle operators comply with all local, state, and Federal regulations including, but not limited to, safety, licensing, liability, and environmental concerns. Problems encountered by failure to comply with these regulations shall not excuse failure to perform any of the services required under this contract.
- The contractor shall certify that all vehicles used in performance of this BPA have been inspected by the State in which the vehicle is registered. A current certificate of inspection shall be furnished to the HQ COTR and to the local COTR or Alternate COTR.
- The Government will accept no responsibility for additional operating expenses due to vehicle failures or to problems incurred (e.g., traffic accidents or violations) in the course of contractor operation of vehicles.
- The contractor shall maintain a list of all authorized licensed drivers, with copies of the drivers' current licenses. This list and copies of licenses shall be updated no later than 24 hours after a change occurs. A copy shall be furnished to the local COTR or Alternate COTR.
- The contractor shall provide parking spaces for vehicles during non-operational hours.

#### **4.2.3 Other Courier Equipment**

The contractor shall provide all equipment required to assure effective and timely courier services. Equipment shall include, but not be limited to, the following:

- Hand trucks and other package-handling equipment

- Communications equipment, including cellular telephones
- Street Maps of all areas serviced by the site

### **4.3 Mail Operations**

The contractor shall receive, track, and distribute incoming mail and packages. The term "mail" includes all documents, files, correspondence, and parcels, whether transported by U.S. Mail, commercial carriers, or courier services. Mail does not include equipment and capital goods delivered to the site, regardless of carrier.

#### **4.3.1 Mail-In Operations**

Mail-In Operations includes the activities described in the following sub-sections:

##### **4.3.1.1 Mail-In Receipt and Tracking**

The contractor shall pick up and deliver mail to operating units within the District Office twice a day, in accordance with the ROH, the QASP, and site-specific SOPS (See Section C.1.3.1.1 of ROH).

Receipt and tracking activities shall include:

- Opening mail. (All contractor personnel in the room where mail is opened shall have a Defense Security Service (DSS) security clearance.)
- Date/Time-stamping mail.
- Validating contents of each piece of mail.
- Handling undeliverable mail, according to DHS and local procedures.
- Maintaining a log (using existing DHS tracking systems) of incoming mail (whether by U.S. Postal Service, Commercial Carriers, or Courier services) containing all information necessary to effectively trace the progress of an individual item or, if necessary, to conduct an effective search for missing items. The log shall also contain information necessary to generate reports, at any time, on the timeliness of daily deliveries and on any missing or undelivered items. The log shall be maintained so as to record all receipt and delivery activities within the last 24 hours. Any misdirected and re-distributed mail shall be recorded in the log for purposes of gathering statistics.

##### **4.3.1.2 Mail-In Distribution**

In order to expedite delivery, the contractor shall presort mail, based on urgency, sensitivity, special classification, and additional processing required, as defined by the DHS ROH and local policies. The contractor shall deliver mail to the correct operational units in accordance with the schedules defined in the ROH. All completed deliveries shall be entered into the tracking log.

#### **4.3.1.3 Mail-In Special Handling**

The contractor shall use the procedures in the ROH to process Certified/Registered, Expedited, Return Receipt, and classified incoming mail.

#### **4.3.1.4 Mail-In Local Policies**

Different sites may have unique procedures for the handling of incoming mail. The "Daily Operations" section of the PMP shall describe all unique local requirements.

#### **4.3.2 Mail-Out Operations**

The contractor shall provide for the timely and accurate collection, preparation, and delivery of outbound mail within the facility. The contractor shall assure the timely pick-up of all outgoing mail and provide effective tracing, expediting, and follow-up of any problem shipments.

##### **4.3.2.1 Mail-Out Collection and Packaging**

The contractor shall collect and prepare for delivery all outbound mail within the facility, and shall provide additional shipper documentation, in accordance with the provisions of the ROH. The contractor shall package all mail for safe transport in accordance with postal regulations, shipper requirements, and DHS guidance, as documented in the ROH and the QASP. The contractor shall package all mail in containers that will not tear or burst during handling and processing.

##### **4.3.2.2 Mail-Out Mailing and Shipping**

Each piece of mail, except those requiring special handling, shall be delivered to the U.S. Postal Service or other point of shipment in accordance with the ROH and the QASP, and U.S. Postal Service requirements.

##### **4.3.2.3 Mail-Out Tracking and Reporting**

The contractor shall maintain daily control logs to enable tracking capability of all outgoing mail, including special-services mail. The contractor shall submit monthly reports by site on the following:

- Pieces of mail handled
- Percentage processed on time
- Postage and shipping expenses in accordance with local reporting requirements
- Circumstances of any problem shipments, including follow-up of previously-reported problem shipments until problems are resolved
- Number of mailed-out rejected applications with statistical analysis of reasons for rejection

#### **4.3.2.4 Mail-Out Metered Mail**

The contractor shall assure that the daily schedule provides for timely delivery of metered mail to the U.S. Postal Service on the metered date, in accordance with the provisions of the ROH.

#### **4.3.2.5 Mail-Out Special Handling**

The contractor shall provide additional shipper documentation (e.g., UPS electronic tracking/shipping program). The log shall capture all information necessary to enable tracking of special-services mail. All special handling shall be in accordance with the ROH, the QASP, and U.S. Postal Service requirements.

#### **4.3.2.6 Mail-Out Expedited Mailing and Deliveries**

Upon request of the local COTR or Alternate COTR, the contractor shall deliver mail or packages to designated delivery points within 4 hours driving time from the originating site. All expedited mailing shall be in accordance with the ROH, QASP, and U.S. Postal Service Requirements.

#### **4.3.2.7 Mail-Out Rejected Applications**

The contractor shall mail out rejected applications in accordance with local SOP, ROH, and QASP.

#### **4.3.2.8 Mail-Out Local Policies**

Different sites may have unique procedures for the handling of outgoing mail. The "Daily Operations" section of the PMP shall describe all unique local requirements and these shall be maintained according to the procedures outlined in Section 4.1.2, "PMP Maintenance."

### **4.4 File Operations and Maintenance**

The contractor shall assure complete, accurate, and timely file storage, file maintenance, and file transaction processing, in accordance with the ROH and QASP.

#### **4.4.1 File Storage**

The contractor shall provide complete, orderly, traceable, and protective storage of all files and correspondence to be retained at the local site.

##### **4.4.1.1 File Storage Tracking**

The contractor shall be responsible for files entering and leaving storage at all times, and shall be accountable for the following information concerning any file:

- Date and time received at site and DHS source from which it was sent
- Record of distribution and movement within the site
- Current storage location within site
- Date and time file left site and DHS destination

The contractor shall maintain empty A-File jackets for which they are the custodians, in a secured area, and shall maintain, issue, and log all empty A-File jackets.

#### **4.4.1.2 File Storage Security and Integrity**

The contractor shall monitor the accuracy of file maintenance and the integrity of the storage facilities and shall, on a monthly basis, identify and report current or potential deficiencies. If deficiencies are identified, the contractor shall describe and undertake the necessary corrective and preventive actions. The Contractor shall be responsible for adhering to appropriate physical security measures.

#### **4.4.2 File Maintenance**

The contractor shall perform file-maintenance activities, including, but not limited to, the following:

- 1) Perform file updates, consolidation, mergers, replacements, and retirements necessary to assure that files under the contractor's control are accurate, current, and complete
- 2) Identify, document, and correct discrepant files, including, but not limited to, incomplete files, damaged files, duplicate files in accordance with ROH and local procedures
- 3) Identify and document equipment failures, equipment and supply needs and recommendations, and other equipment and supply issues which impede or prevent efficient file-maintenance operations
- 4) File "interfile" material in the correct A-File folder in Record of Proceeding (ROP) order or forward to the applicable File Control Office (FCO) where the FCO will take the appropriate action (e.g., forward to operating unit) and perform maintenance and rehabilitation of files in disrepair.
- 5) Destroy documents in accordance with Government-approved Federal records-control schedules. No document shall be destroyed without the express approval of the HQ COTR, on-site COTR, or Alternate COTR.
- 6) Reproduce files as directed by the on-site COTR or HQ COTR
- 7) Perform continuous audits and error report reconciliation for all files within the site in accordance with DHS and local directives and policies
- 8) Assure that operating manuals for DHS automated systems used at each site are available to employees and are kept updated, in order to maintain and verify the integrity of file location information in DHS automated systems
- 9) Locate, associate, reconcile, prepare for processing, and distribute forms, files, and records which are not yet part of an A-File
- 10) In accordance with the standards of the ROH and QASP, provide timely response to special inquiries, file extraction, conformance audits, and data-file reconciliation efforts, such as discrepancies between the Central Index System

(CIS), the Receipt and Alien-File Accountability and Control System (RAFACS), the National File Tracking System (NFTS), and any other system introduced by the DHS.

- 11) Perform special searches for lost files
- 12) Pull files for internal and external requests received via fax, phone, pull tickets, and walk-in applicants, and charge to responsible requesting party
- 13) File Transfer Confirmations (FTCs)
- 14) File Transfer Privilege Requests (FTPs)
- 15) File Transfer Indications (FTIs)
- 16) File Transfer Maintenance (FTMs)
- 17) File Transfer Requests (FTRs)
- 18) File Transfer Forwards (FTFs)

#### **4.4.3 File Transactions**

The contractor shall provide an efficient, timely, accurate, traceable, transfer of files and records from the Contractor's control to a duly authorized requester/recipient. The Contractor shall provide for the controlled receipt of incoming or returned records and files. The Contractor shall implement the appropriate file maintenance activity to resolve file transfer discrepancies and preserve the integrity and traceability of files within the office.

#### **4.4.4 File and Pending Application/Petition Inventory Requirements**

The contractor shall ensure the accuracy of maintained data, including file and pending application and petition information. This effort supports management, case completion, and financial information requirements. In accordance with the ROH and QASP, and consistent with site-specific guidance, the contractor shall

- 1) Place appropriate barcode labels on file folders, "batch sheets," and other materials
- 2) Participate in periodic partial and complete inventories of files and pending applications and petitions, using barcode scanner equipment
- 3) Participate in resolution of identified inventory data discrepancies
- 4) Participate in validation of inventory, records, and case management system data

These are file handling and maintenance responsibilities undertaken with Government oversight and do not involve adjudicative or case decisions.

#### **4.5 Data Systems Activities**

The contractor shall provide support to various records-related data systems, as described in the following sub-sections.

#### **4.5.1 Data Entry**

The contractor shall enter information from DHS records into various DHS automated systems using formatted input screens. Information to be entered shall include, but not be limited to:

- Applications
- Petitions
- Forms
- Supplemental documentation
- DHS decisions
- Other documentation

The contractor shall create records for new A-Files and other records, using information contained in documentation submitted to, or provided by, the DHS, in compliance with DHS regulations and policies. The contractor shall modify, update, and correct data contained in automated systems with information contained in supplemental documents, forms, and other documentation submitted to, or provided by, the DHS. The contractor shall correct data in DHS automated systems upon notification by the DHS, or upon identification through contractor quality-control/assurance procedures, in accordance with the standards of the ROH and QASP.

#### **4.5.2 Data Inquiries**

The contractor shall perform data inquiries and searches on DHS automated systems upon duly authorized request.

#### **4.5.3 Data Transactions**

The contractor shall perform other transactions and generate appropriate records in accordance with procedures outlined in the ROH and QASP for the transfer and maintenance of physical records. These transactions shall include, but not be limited to:

- 1) Performing name and Alien number searches
- 2) Receiving A-Files using CIS, RAFACS, NFTS and other automated systems and correctly charging the requesting office
- 3) Performing data-error correction, including address change information in the Reengineered Naturalization Application Casework System (RNACS), A-File number corrections in the RNACS, and RNACS/CIS interface failures
- 4) Conducting searches in the FBI query system
- 5) Conducting Interagency Border Inspection System (IBIS) checks
- 6) Scheduling N-400 and I-485 applicants for interviews and other purposes

#### **4.6 Fee Processing**

The contractor shall process, verify, control, safeguard, and maintain accountability of all fees and money collected from, or returned to, the customer, in accordance with



applicable DHS and Department of Treasury manuals and directives. In accordance with FASAB principles, deposit preparation, physical transfer of funds, and account reconciliation shall be performed by no less than two individuals to ensure separation of duties. The contractor shall be accountable for all funds in the contractor's possession, from the time of receipt until one of the following conditions:

- Funds are submitted to the bank or armored car service for deposit
- Funds are returned by mail to the applicant or petitioner
- Funds are given to DHS for action

#### **4.6.1 Funds Processing**

In the task of Funds Processing, the contractor shall:

- Ensure accurate and accountable processing and handling of currency and acceptable negotiable instruments delivered to the site
- Accept only U.S. currency or negotiable instruments payable in U.S. currency and/or credit cards
- Generate the applicable fees receipt and/or acknowledgment completely and accurately in accordance with the QASP
- Implement the necessary management controls to assure that personnel assigned to these tasks are fully trained and accountable on a daily basis
- Ensure that any daily balance discrepancies are immediately brought to the Government's attention for risk assessment and resolution
- Ensure that Bond fees are processed in accordance with DHS and local site policy

#### **4.6.2 Funds Verification**

In the process of Funds Verification, the contractor shall:

- Verify, in accordance with the standards of the QASP, all incoming negotiable instruments for completeness, signature, legibility, and characteristics which would jeopardize further processing of that instrument for payment
- Verify, in accordance with the standards of the QASP, that the amount of payment is correct for the service or benefit sought
- Either accept or reject payment in a timely manner and account for rejected transactions, in accordance with the standards of the QASP
- Verify the appropriate processing office before accepting fee or further processing

#### **4.6.3 Funds Tracking**

In the process of Funds Tracking, the contractor shall:

- Ensure tracking capability for all incoming currency and payment instruments, for all outbound deposit or return transactions, voided transactions, and for all transaction problem-resolution activities
- Ensure that all transactions are tracked and are traceable in a current, unambiguous, and auditable manner conforming to general accounting procedures, as documented by the FASAB
- Conduct internal audits to validate the funds-tracking process and to confirm that financial operations conform to standard procedures
- The contractor shall report to the on-site COTR or Alternate COTR any deficiencies identified during audits and shall describe and implement corrective actions

#### **4.6.4 Funds Receipts**

The contractor shall prepare prescribed receipts and acknowledgements of payment. The contractor shall submit receipts for data entry or filing, in accordance with DHS and local-site policy.

#### **4.6.5 Funds Transfer**

In connection with Funds Transfer transactions, the contractor shall:

- Prepare the documentation required to forward funds to the designated repository or to return funds from rejected transactions
- Deposit funds in the appropriate repository, in accordance with the guidance and the standards of the QASP
- Implement the appropriate controls to identify and resolve funds which exceed the 24-hour aging criteria, in accordance with the standards of the QASP – Federal Law requires deposit of funds within 24 hours
- Verify proper crediting of accounts to the U.S. Treasury and reconcile errors and disputes in accordance with DHS and U.S. Treasury policies
- Forward the required documentation to the designated finance office and maintain a record of the documentation forwarded

#### **4.7 Support for Adjudications**

The contractor shall provide clerical support to production of N-400 (*Application for Naturalization*) and I-485 (*Application to Register Permanent Resident or Adjust Status*) completions, and to the production of other forms and applications used in the adjudication process. While the N-400 and I-485 forms will be the predominant forms to be processed, the contractor shall be prepared to process any of the forms listed in

Attachment B, Table B-2 (Department of Homeland Security Forms), if needed, or other forms that may be developed in the course of the performance period.

The contractor shall provide qualified Contract Adjudication Clerks (CACs) to support production of N-400, I-485, and other forms. "Qualified" shall mean cleared by DHS and appropriately trained by the DHS. The contractor shall follow published applicable Naturalization Quality Procedures (NQP) (see Section 5) when processing N-400 applications. All CACs assigned to or used for N-400 production support will first be locally trained on applicable NQP guidance (see Section 4.8, Training). National quality procedures shall be followed to support production and completion of all other applications, including I-485. CACs assigned to, or used for, I-485 production support will be required to attend appropriate local training. The HQ COTR will issue formal notice of any such requirement.

Although no CAC or other contractor employee or official is authorized to officially represent the DHS to any other party, CACs shall display decorum, dress, and behavior comparable to Government personnel performing similar duties.

Daily production priorities pertaining to completions of N-400, I-485, and other forms are established by the on-site COTR or, in the absence of the COTR, the site Alternate COTR. The contractor shall establish procedures to ensure that, should any other DHS employee ask or direct a contractor employee to deviate from established production requirements, priorities, or performance procedures and requirements, the request shall be referred to the on-site COTR or on-site Alternate COTR. The contractor shall ensure that all contractor employees know the names and telephone numbers of designated DHS site-based contract-performance oversight officials and the names and telephone numbers of the contractor's chain of command.

#### **4.7.1 Naturalization Ceremony Support**

In support of DHS administrative and court-conducted naturalization ceremonies, and under the immediate oversight of an DHS official, the contractor shall perform all clerical tasks related to the ceremonies, including the preparation and distribution of naturalization certificates and the retrieval of documentation from applicants.

Upon return from ceremonies, the contractor shall insert naturalization certificate copies and notices into appropriate A-Files. The contractor CACs shall immediately report to the appropriate DHS oversight official, including the local COTR or Alternate COTR, any issue or problem addressed to the CACs by applicants, attendees, or other persons present at the ceremonies.

#### **4.7.2 Applicant Scheduling**

The contractor shall schedule dates and times for applicants to attend their Naturalization ceremonies and other activities, maintaining an existing DHS electronic scheduling tool which allows for rapid search and retrieval of scheduling information and retains a historical record.

#### **4.8 Training**

During the transition phase, the Government will provide initial training to the Key Personnel, regarding the procedures, standards, automated systems, and documents associated with the services required under this contract. The Government will continue to provide guidance and additional instruction to Key Personnel as necessary.

After the transition phase, the contractor Key Personnel shall provide subsequent training to all other contractor personnel assigned to the RSS BPA. Training shall be sufficient to ensure that contractor personnel understand and can explain the procedures outlined in the ROH and the performance standards described in the QASP that apply to their assigned tasks. At all times, the contractor shall ensure that any contractor employee assigned to a BPA Call is fully trained to assume the duties and responsibilities of more than one operational function under the BPA Call. Such cross training must be ongoing to ensure complete coverage at all times for all task assignments.

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. After the transition phase, the contractor shall be responsible for training, cross training, or retraining of all contract personnel, including any additional or replacement staff, and all associated training costs.

#### **4.9 IBIS Checks**

The contractor may be required to perform Interagency Border Inspection System (IBIS) checks in accordance with the BCIS Standard Operations Procedure Manual for the IBIS. The review of IBIS information is a critical part of the adjudication process.

Only contract employees meeting all of the following requirements may perform IBIS checks:

- 1) Possesses National Agency Credit Inquiry (NACI) clearance (equivalent to former INS T-2 clearance)
- 2) Has successfully completed the mandatory IBIS and NCIC training and certification provided by DHS.

#### **4.10 Ad Hoc Records-Management and Adjudications Support**

The requirements listed in this section are not, at present, ongoing activities, but they are within the scope of this contract and may be called for on an "ad hoc" basis, sometimes for a limited duration. The contractor shall be prepared to offer these services and additional personnel as needed if these services are requested in a BPA Call.

Potential additional services include but are not limited to:

- Testing and operating new file capture, tracking, and transmission systems
- Relocating records to new locations, including the acquisition of properly cleared and bonded professional moving services
- Converting information from one storage medium to another (e.g., from paper to microfiche or electronically-stored image)
- Providing personnel for a mobile records operations team. The team shall travel to designated sites and perform file consolidation, rehabilitation, transfer, audit, and retirement activities
- Storing, sorting, and retrieving credit card slips as part of the credit card acceptance pilot
- Providing services related to the relocation of a file-room, including packing and shipping of files, auditing files, security and transfer of files between offices
- Providing records-support services in support of FOIA program initiatives
- Providing additional personnel to handle unanticipated workload surges, such as in emergency reactions to specific immigration events

#### **4.11 Operating Hours and Shifts**

Unless otherwise specified by the HQ COTR, contractor personnel shall work the normal daily hours of the offices to which they are assigned. A local office may require that different shifts be worked. Shifts may include the following:

- Second Shift -- beginning at the conclusion of the normal daily hours
- Swing Shift -- beginning during the normal daily shift but continuing for a normal "duty day" or for a number of hours thereafter)
- Night Shift -- beginning late in the evening and ending at the beginning of normal duty hours
- Split Shift -- in which duty hours are interrupted by a non-duty period
- Partial Shift -- in which the duty period may be terminated early

Currently, no site is working shifts, but any requirements for other than a normal daily shift will be specifically authorized and directed in a formal BPA Call, or in a modification to the basic BPA Call.

The Contractor shall not work overtime hours unless specifically and expressly authorized, in writing or email, by the HQ COTR.

#### **4.12 Legal holidays and Administrative Leave**

The Federal Government observes the following days as holidays:

- 1) New Year's Day
- 2) M. L. King's Birthday
- 3) Presidents Day
- 4) Memorial Day
- 5) Independence Day
- 6) Labor Day
- 7) Columbus Day
- 8) Veteran's Day
- 9) Thanksgiving Day
- 10) Christmas

In addition to the days designated as holidays, the Federal Government observes the following days as administrative leave:

- 1) Any other day designated by Federal Statute
- 2) Any other day designated by Executive Order
- 3) Any other day designated by President's Proclamation

Observation of such days by Government personnel shall not be reason for the contractor to request an additional period of performance, or entitlement of compensation except as set forth within this contract. In the event the Contractor's personnel work during the holiday, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost under the terms and conditions of this contract. This provision does not preclude Contracting Officer's advance approval of contractor overtime work if applicable to this contract.

In each instance when administrative leave is granted to Contractor personnel working in the federal work place as a result of inclement weather, potentially hazardous conditions, explosions and other special circumstances, it will be without contract price reduction. When the DHS grants its employees "Liberal Leave" the contractor's employees are expected to work their normal hours. Any time taken off by the contractor's employees is considered leave and, as such, will be charged by the contractor to its fringe or overhead account.

## 5. APPLICABLE DOCUMENTS

Work performed under this contract shall conform to current applicable Federal and DHS file-maintenance procedures, security regulations, systems protocols, and other procedures and regulations listed in the following documents. Except where otherwise noted, these documents are available on the Compact Disk (CD) accompanying this RFQ.

1. Local SOPs are maintained at individual field offices and will be made available to the Contractor after contract award.
2. National Archives and Records Administration (NARA) regulations. Available at [www.archives.gov](http://www.archives.gov)
3. Freedom of Information Act (FOIA). Included on the enclosed CD.
4. Privacy Act (PA). Available at [www.usdoj.gov/foia/privstat.htm](http://www.usdoj.gov/foia/privstat.htm)
5. National Industrial Security Program Operating Manual (NISPOM). Available at [www.dss.mil/isec/nispom.htm](http://www.dss.mil/isec/nispom.htm)
6. Service Wide Inventory Plan (SWIP) (or latest file and application inventory guidance). Included on the enclosed CD.
7. Records Operations Handbook (ROH). Included on the enclosed CD.
8. Quality Assurance Surveillance Plan (QASP). Included on the enclosed CD.
9. Bureau of Citizenship and Immigration Services Standard Operations Procedure Manual for the Interagency Border Inspection System (IBIS). The "IBIS Manual" contains sensitive procedures for conducting background checks of applicants. A reference copy will be available for review in the Contracting Officer's office.
10. Naturalization Quality Procedures (NQP). The NQP contains procedures used by the Contract Adjudication Clerks to make entries on application worksheets, and procedures for file maintenance and file transfer. However, it also contains sensitive information used by Adjudication Officers. The NQP will not be released at this time but a reference copy is available for review in the Contracting Officer's office.
11. Sample G23 Report. Included on the enclosed CD.
12. DD Form 254, Department of Defense Contract Security Classification Specification. To be furnished upon Contract Award.

## 6. PERFORMANCE STANDARDS AND PERFORMANCE INCENTIVE PLAN

Work on the BPA Calls may be subject to a performance incentive award. Details of the award will be provided in the BPA Performance Incentive Plan, which will be provided at the time of contract award. As noted in that plan, the performance measures used to evaluate the Contractor's performance are identified in the QASP. Performance incentives will be negotiated on individual BPA calls. Incentives on applicable BPA

Calls will not go into effect until the Contractor has achieved 80% of performance requirements levels or after nine months, whichever occurs first.

The Performance Incentive Plan will provide incentive payments for superior performance of contract activities. Performance may be satisfactory, but still not be eligible for an incentive award. During each incentive evaluation period, the contractor will earn an overall score based on performance factors that may include the following:

- On-Site Management Performance, including management, staffing, daily operations, productivity, training, and communication
- Headquarters Project Management, including overall management, workload management, and timely and accurate delivery of invoices and reports
- The development of Best Practices from lessons learned
- Technical Management of Quality Improvement Plan

A certain level of performance, to be determined during the first nine months of the contract, may be granted an incentive award. The DHS may unilaterally change the plan prior to the beginning of an evaluation period. Changes during an evaluation period may be negotiated.

#### **6.1 Incentive Distribution**

The Performance Incentive Plan will include a requirement that 10% of any incentive payment awarded shall be disposed among contractor employees, and the contractor will be required to provide a periodic report on this incentive disposal. (See Section 12.5)

15.3

#### **6.2 Planning for Performance-Based Contracting**

DHS is moving toward Performance-Based Contracting for most of its requirements. The contractor will be invited to take an active role in working with the Government to define performance standards and performance measures that might be applied to the work performed under this contract. In the meantime, the BPA Performance Incentive Plan is subject to continuous improvement to make performance evaluation a more fair and business-like procedure.

### **7. PERIOD OF PERFORMANCE**

The Period of Performance under this BPA will be for one base year plus four option years. The period of performance for each Call will be specified in each BPA Call awarded.

### **8. PLACE OF PERFORMANCE**

Work on the contract shall be performed on site at designated DHS offices. Additional sites may be added, deleted, or changed in the future, through separate BPA Calls.



### 8.1 DHS-ORM Field Sites

Administrative and records-management support services shall be provided to DHS-ORM at the following 12 District Offices:

- Atlanta, GA
- Chicago, IL
- Dallas, TX
- Houston, TX
- Los Angeles, CA
- Miami, FL
- New York, NY
- Newark, NJ
- Phoenix, AZ
- San Diego, CA
- San Francisco, CA
- Washington, DC

### 8.2 BCIS Field Sites

Administrative and records-management support services shall be provided to BCIS at the following 69 District and sub-offices:

#### Eastern Region:

- Albany, NY
- Arlington, VA
- Atlanta, GA
- Baltimore, MD
- Boston, MA
- Buffalo, NY
- Charlotte, NC
- Charlotte Amalie, PR
- Cherry Hill, NJ
- Christiansted, PR
- Cincinnati, OH
- Cleveland, OH
- Columbus, OH
- Detroit, MI
- Fort Smith, AR
- Garden City, NY
- Hartford, CT
- Jacksonville, FL
- Louisville, KY
- Memphis, TN
- Miami, FL
- New Orleans, LA
- New York, NY
- Newark, NJ
- Norfolk, VA
- Orlando, FL
- Philadelphia, PA
- Pittsburgh, PA
- Providence, RI
- San Juan, PR
- Tampa, FL
- W. Palm Beach, FL

#### Central Region:

- Albuquerque, NM
- Boise, ID
- Chicago, IL
- Dallas, TX
- Denver, CO
- Des Moines, IA
- El Paso, TX
- Harlingen, TX
- Houston, TX
- Indianapolis, IN
- Kansas City, MO
- Milwaukee, WI
- Oklahoma City, OK
- Omaha, NE
- Salt Lake City, UT
- San Antonio, TX
- St. Louis, MO
- St. Paul, MN

#### Western Region:

- Bell Flower, CA
- Chula Vista, CA
- El Monte, CA
- Fresno, CA
- Laguna Niguel, CA
- Las Vegas, NV
- Los Angeles, CA
- Phoenix, AZ
- Portland, OR
- Reno, NV
- Sacramento, CA
- San Bernardino, CA
- San Diego, CA
- San Francisco, CA
- San Jose, CA
- Santa Ana, CA
- Seattle, WA
- Spokane, WA
- Tucson, AZ

### 9. TRAVEL

The contractor will be required to travel to manage and oversee personnel at field locations, and to balance the workforce to meet workload surges

### **9.1 COTR Approval for Travel**

The Contractor shall obtain written approval from the HQ COTR prior to performing any authorized travel under a BPA Call. Contractor travel approved in advance by the HQ COTR will be reimbursed in accordance with FAR 31.205-46, Travel Costs, the Federal Travel Regulations prescribed by the General Services Administration, for travel in the contiguous 48 United States.

### **9.2 Overtime While on Travel**

The Contractor shall obtain written approval from the Contracting Officer or HQ COTR prior to performing any employee overtime while on travel.

## **10. GOVERNMENT FURNISHED PROPERTY (GFP)**

For all contractor employees billable on-site and included under the Pricing Schedule labor categories, DHS will provide work space with desks and other office furniture. The Government will also furnish computer resources, DHS stationary, telephones, computer terminals, custodial services and equipment maintenance, access to mail processing and document reproduction equipment, and security containers for fees and sensitive material.

In addition, the Government will provide all essential office supplies necessary for production-related work to meet the requirements of the contract. These supplies will include, but not be limited to: pens, pencils, paper clips, staplers, memo pads, reproduction paper, electronic calculators, staple removers, rulers, binders, and scissors, etc.

The Government will provide a separate, enclosed office for the contractor's Site Manager, when possible.

### **10.1 Requests for Additional or Replacement GFP**

The contractor's Site Manager shall submit written requests for additional or replacement GFP required in the performance of this contract to the designated on-site COTR or alternate COTR.

### **10.2 GFP Inspection and Inventory**

Prior to the start date and end date of any BPA Call issued hereunder, the on-site COTR will conduct an inspection and inventory of the Government facilities and equipment to document the condition and state of repair of the facilities and equipment to be operated or used by the contractor. Based on this inspection, the on-site COTR will prepare a condition report and will provide copy of this report to the contractor and to the HQ COTR. If the contractor concurs with the report, the contractor shall sign to acknowledge receipt and acceptance of the condition report.

### 10.3 Federal Information Technology (IT) Resources

The Government will provide the contractor with Federal information technology (IT) resources necessary to perform work at the DHS sites. These resources include, but are not limited to, office automation equipment and manual and electronic cash registers. In addition, the contractor will be allowed access (with appropriate security level access) to applications and automated systems. Automated IT systems to which the contractor will have access, as needed, will include, but not be limited to, the following.

- Central Index System (CIS)
- Computer-Linked Application Information Management System (CLAIMS) 4
- Interagency Border Inspection System (IBIS)
- National File Tracking System (NFTS)
- Reengineered Naturalization Application Casework System (RNACS)
- Receipt and Alien-File Accountability and Control System (RAFACS)

The contractor shall receive initial training in all DHS-proprietary systems, as described in Section 4.8, "Training." Contractor personnel shall not load any programs or applications on Government-owned equipment without explicit approval, in writing, from the HQ COTR or on-site COTR

### 10.4 GFP Liability

During the performance of BPA Calls issued under this BPA, the contractor shall assume liability for all acts or omissions of its employees or agents, or of any employees or agents of its sub-contractors. In this regard, the contractor shall, at no cost to the Government and at the Government's option, replace or compensate the Government for Government-owned or leased property damaged or lost by negligent acts or omissions. The contractor shall be responsible for maintaining work space(s) assigned for the contractor's use in a clean and orderly fashion. Furniture and equipment, as may be assigned to the space(s), shall remain in place and shall not be removed from the assigned areas without the approval of the on-site COTR. Changes in the physical location of furniture and equipment shall be recorded in the site's inventory records.

### 10.5 Access to Government Property

The COTR/On-Site COTR or designee will make all necessary arrangements for access by Contractor personnel to the work site(s). While on Government property, the Contractor personnel shall comply with all applicable rules and regulations not only as they apply to themselves, but also to other personnel and property at the site.

## 11. REPORT OF THEFT OR ROBBERY OF FUNDS

The Contractor shall, upon discovery, immediately report, in writing, to the on-site COTR any irregularity involving accountability of fees received by contractor personnel. The report shall at a minimum include:

- (1) The date discovered
- (2) The date reported

- (3) The amount involved
- (4) The name(s) and position title of employee(s) involved
- (5) A description of the irregularity and/or circumstances
- (6) A statement of whether or not prescribed procedures and requirements were being followed
- (7) A recommendation to prevent a recurrence
- (8) A recommendation for restoring and adjusting the accountable employee's account of this BPA.

The Contractor shall provide immediate restitution of shortages for which it is responsible, in accordance with U.S. Treasury guidelines. If immediate restitution is not made, the amount will be withheld from the invoice payment.

## 12. PRIVACY ACT

The DHS databases, such as the Central Index System (CIS), Receipt/A-File Accountability and Control System (RAFACS) and the Computer Linked Application Information Management System (CLAIMS) and other DHS automated databases, will contain information covered under the Privacy Act. Contractor personnel shall be given access to DHS information on a need-to-know basis. The contractor agrees that each contractor employee, prior to, and as a precondition of employment relating to the subject matter of this BPA, shall be informed by the Contractor of the security requirements stated herein, and that each such employee shall agree, in writing with employee's signature, (a) not to reveal, divulge, or make known any of the DHS information mentioned above; (b) to abide by the rules and regulations outlined in Part 45, Title 28, Code of Federal Regulations, which shall be applicable to all Contractor employees; and (c) to comply with the protection requirements of the Privacy Act of 1974, which shall also be applicable to all contractor employees.

The Contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing access to such data.

The Contractor agrees to maintain all facility security standards that limit access to authorized personnel only. Detailed information about the facility and the detailed nature of the works being performed at the facility must not be made public, except when authorized by the Contracting Officer's Technical Representative (COTR).

## 13. SECURITY REQUIREMENTS

The contractor shall adhere to all DHS security regulations and directives including implementation and enforcement of applicable security requirements. Requirements, regulations, and directives that apply to personnel, information, and physical security shall be provided in individual task orders.

DHS has determined that performance of this contract requires that the contractor -- including subcontractor(s), vendor(s), etc. (herein known as contractor) -- requires access to sensitive DHS information, and that the contractor shall adhere to the following. If

these procedures are not properly followed by the contractor, it will result in deductions from monthly invoices.

### **13.1 Suitability Determination**

DHS shall have and exercise full control over granting, denying, withholding or terminating unescorted government facility and/or sensitive Government information access for Contractor employees, based upon the results of a background investigation. DHS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by DHS, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Security Office. Contract employees assigned to the contract not needing access to sensitive DHS information or recurring access to DHS' facilities will not be subject to security suitability screening.

Contract employees awaiting an EOD decision may begin work on the contract provided they do not access sensitive Government information. Limited access to Government buildings is allowable prior to the EOD decision if the contractor is escorted by a Government employee. This limited access is to allow contractors to attend briefings, non-recurring meetings and begin transition work.

### **13.2 Background Investigations**

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the task order shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All prospective contractor personnel shall submit the following completed forms to the DHS Security Office through the DHS COTR no less than 30 days before the starting date of the task order, or 30 days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 85P, "Questionnaire for Public Trust Positions"
2. FD Form 258, "Fingerprint Card" (2 copies)
3. Foreign National Relatives or Associates Statement
4. Form DOJ-555, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Position Designation Determination (PDD) Form with attached Resume (original)

Required forms will be provided by DHS at the time of task order award. Only complete packages will be accepted by the Security Office. Specific instructions on submission of packages will be provided upon award of the task order.

Unless an applicant requiring access has resided in the U.S. for three of the past five years, the Government may not be able to complete a satisfactory background investigation. In such cases, DHS retains the right to deem an applicant as ineligible due to insufficient background information.

In the interest of limiting access to potentially sensitive information and systems, DHS will consider only U.S. Citizens.

### **13.3 Continued Eligibility**

If a prospective employee is found to be ineligible for access to Government facilities or information, the DHS HQ COTR will advise the Contractor that the employee shall not continue to work or to be assigned to work under the contract.

The Security Office may require drug screening for probable cause at any time and/or when the contractor independently identifies, circumstances where probable cause exists.

DHS reserves the right and prerogative to deny and/or restrict the facility and information access of any Contractor employee whose actions are in conflict with the DHS standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom DHS determines to present a risk of compromising sensitive Government information to which he or she would have access under this contract.

The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to DHS' Security Office. Reports based on rumor or innuendo should not be made. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the employees' name and social security number, along with the adverse information being reported.

The DHS Security Office (HQSEC) must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired DHS issued identification cards and building passes, or those of terminated employees to the COTR. If an identification card or building pass is not available to be returned, a report must be submitted to the COTR, referencing the pass or card number, name of individual to whom issued, the last known location and disposition of the pass or card.

### **13.4 Employment Eligibility**

The Contractor must agree that each employee working on this contract shall be a U.S. citizen and shall have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to the Government for acts and omissions of his own employees and for any Subcontractor(s) and their employees.

Subject to existing law, regulations and/or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

### **13.5 Security Management**

The Contractor shall appoint a senior official to act as the Corporate Security Officer. The individual will interface with the Security Office through the DHS HQ COTR on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the Contractor.

The DHS HQ COTR and the Security Office shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the DHS HQ COTR determine that the contractor is not complying with the security requirements of this contract, the contractor will be informed in writing of the proper action to be taken in order to effect compliance with such requirements.

### **13.6 TAIS Clearance**

When sensitive Government information is processed on Telecommunications and Automated Information Systems (TAIS), the contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in DHS Order 2640.2C, Telecommunications and Automated Information Systems (TAIS) Security.

All contractor employees using automated systems or processing DHS sensitive data will be required to receive Security Awareness Training as outlined in the Computer Security Act of 1987. This training will be provided by the Information Resources Management (IRM) Security Representative. All personnel who access DHS information systems will be continually evaluated while performing these duties. Supervisors should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable TAIS procedures should be reported to the DHS Security Office.

### **13.7 Sensitive Government Information Security Standards**

Due to the nature of the work to be performed under the contract, DHS requires that the contractor develop, implement, and maintain a comprehensive security program to address the collection, capture, storage transmittal, and disposal/destruction of data (in all media) from both a facilities and personnel perspective. The contractor's security program shall adhere to the requirements of the Privacy Act of 1974, The Computer Security Act of 1987, Office of Management and Budget (OMB) Circular A-130, and DHS guidelines and directives regarding security requirements.

Performance of work under this contract requires that the contractor establish and maintain a facility for the receipt, processing, and storage of sensitive Government information. The contractor shall ensure that all facilities established in support of this

contract are secure inasmuch as access is limited to authorized contractor and DHS personnel only. The contractor further agrees that appropriate security procedures are in place to ensure the safeguarding of Government-furnished materials including data.

### **13.8 Classification Guidance**

Generation or production of classified information is not required for performance of this contract. Contractor personnel occupying selected labor categories (Project Manager, Assistant Project Manager, site manager, assistant site manager, mail clerk, courier, and functional area supervisor) are required to possess a Secret personal security clearance issued by DSS, due to potential access to classified information. Any classification guidance will be provided by the DHS, or available in the DOD NISPOM Operating Manual (See Applicable Documents, Section 5). DHS Security Office will assist in the inspection of contractor performance along with the Defense Security Service. The contractor is required to possess at least a Secret Facility Clearance granted by DSS prior to performance on the contract.

### **13.9 Handling of Confidential, Sensitive Data and Security of Material**

The contractor will be directly involved in handling sensitive and highly personal information. The dissemination of the information is strictly limited by various Federal statutes including the Privacy Act. Therefore, to protect the interests of affected individuals with respect to such information and data, the Contractor agrees to the following:

- Not to disclose any such information to others (i.e., TV/News, Media, Other Federal Agencies, State or Local Governments, Private Sector Companies, Universities, Colleges, non-profit organizations, or individuals) including other organizational elements of the contractor's company not directly involved in the performance of this BPA, without the written consent from the Contracting Officer or his/her designee.
- To abide by the conditions of restrictive legends contained on any such data.
- To require contractor employees to sign a statement of nondisclosure which shall be maintained in the Contractor's employee files.
- The request for data may be in various forms, such as documents, notes, raw sampling data, computer tapes, photographic prints, reports, or interpretative results derived from analysis, investigative or study effort. Regardless of the form of this data, the contractor agrees that neither it nor any of its employees will disclose confidential or sensitive data or derivations thereof, to third parties except as pursuant to direction of the Contracting Officer.
- The details of any safeguards the Contractor may design or develop under this BPA are the property of the Government and shall not be published or disclosed in any manner without the Contracting Officer's express written consent.
- The details of any safeguards that may be revealed to the Contractor by the Government in the course of performance under this BPA shall not be published



or disclosed in any manner without the Contracting Officer's express written consent.

- The Government shall be afforded full, free and uninhibited access to all facilities, storage areas, employee work stations, installations, technical capabilities, operations, documentation, records, and data bases for the purpose of carrying out a program of inspection to ensure continued efficiency and efficiency of safeguards against threats and hazards to data security, integrity and confidentiality.
- If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party, in writing. Mutual agreement shall then be reached on changes or corrections to existing safeguards or institution of new safeguard with final determination of appropriateness being made by the Government. The Government's liability is limited to an equitable adjustment of cost for such changes or corrections, and the Government shall not be liable for claims of loss of business, damage to reputation, or damages of any other kind arising from discovery of new or unanticipated threats or hazards, or any public or private disclosure thereof.
- Duplication or disclosure of the data provided by the Department of Homeland Security, to which the Contractor will have access as a result of this BPA, is prohibited. It is understood that, throughout performance of the BPA, the Contractor will have access to confidential data which is the sole property of the Department of Homeland Security. The Contractor hereby agrees to maintain the confidentiality of all such data to which access may be gained throughout the period of BPA performance, when title thereto vests in the Department of Homeland Security. The Contractor hereby agrees not to disclose said data, any interpretations thereof, or data derivative therefrom, to unauthorized parties in contravention of these provisions, without the prior written approval of the Contracting Officer or the party in which title thereto is wholly vested.

### **13.10 Other Security Considerations.**

All visits by personnel (whether Government or private sector), whose regular employment is not associated with the activities of the facility, and whose purpose or intent is to tour or gain knowledge of the operations, but whose purpose is not considered as routine, remedial, or necessary for maintenance to the equipment, are to be coordinated and approved by the COTR three days in advance of such visit.

The Contractor is required to take all reasonable steps to assure that potential employees are capable of meeting security requirements. In this regard, the Contractor is required to utilize a security professional (in house or contracted) to evaluate all applications prior to submission to DHS for processing. The Contractor should anticipate that it will take approximately 60 days to fully clear a potential employee, providing there are no problems with the applications.

**14. POST-AWARD KICK-OFF MEETING**

Five days following Contract Award, the contractor shall schedule and attend a Kick-Off meeting with Government representatives from the DHS or DHS Office of Procurement and program managers from the organizations receiving service from the contract. Contractor attendance shall include, but not be limited to a representative of the contractor's executive management, the contractor's Program Manager, and Key Personnel on the contract. At that meeting, the contractor shall brief the DHS on the structure of the project management, including Key Personnel, and on the details and timetable of transition activities for the duration of the transition.

## 15. MILESTONES AND DELIVERABLES

### 15.1 Schedule of Milestones and Deliverables

The following table lists the most significant deliverables of this contract. Additional deliverables may be required by individual BPA Calls. In this table, "CA" means "Call Award."

<b>Deliverable</b>	<b>Due</b>
<b>Kick-Off Meeting and Presentation</b>	<b>CA + 5 business days</b>
<b>Project Management Plan (PMP)</b>	
<b>Project Organization and Communications Plan</b>	<b>CA +10 business days</b>
<b>Security Plan</b>	<b>CA +10 business days</b>
<b>Quality Control Plan</b>	<b>CA + 30 business days</b>
<b>Quality Improvement Plan</b>	<b>CA + 6 calendar months</b>
<b>Emergency Plan</b>	<b>CA + 10 business days</b>
<b>Reporting, Notices, and Invoices Plan</b>	<b>CA + 10 business days</b>
<b>Transition Plan (including milestones)</b>	<b>CA + 10 business days</b>
<b>Personnel Plan</b>	<b>CA + 10 business days</b>
<b>Training Plan</b>	<b>CA + 10 business days</b>
<b>Daily Operations Plan</b>	<b>CA + 10 business days</b>
<b>Backlog Avoidance/Reduction Plan</b>	<b>CA + 10 business days</b>
<b>PMP updates</b>	<b>Change pages submitted NLT 10 business days from COTR direction</b>
<b>Attendance at weekly status meetings</b>	<b>Day and time to be determined at Kick-Off Meeting</b>
<b>Monthly Status Reports: Including Financial Report and G23 Production Reports</b>	<b>15th day of each month</b>
<b>Incentive Distribution Report</b>	<b>Within 12 Calendar days of Incentive Award meeting.</b>

## 15.2 Monthly Status and Financial Report

A Status Report, covering both technical and financial status, shall be delivered monthly to the HQ COTR and to any additional Government personnel as designated in individual BPA Calls. Deliveries shall be on the 15<sup>th</sup> day of each month, reporting on the preceding month. Status reports shall be delivered in both electronic and hard copy form.

The Technical portion of the Status and Financial Report shall include, at a minimum, the following items:

- Technical Progress and Work Completed
- Statistical analysis of applications, forms, petitions, and mail processed
- Status of deliverables
- G23 Production Report (sample furnished on CD)
- Travel by Contractor Personnel (trip reports required)
- Meetings attended
- Meetings scheduled for next reporting period
- Planned Activities for next reporting period
- Resolved issues
- Unresolved issues, including:
  - ✓ Action plan to resolve issue
  - ✓ Issues requiring Government action or intervention

The Financial portion of the Status and Financial report shall provide labor hour on-site, labor hour management, and other direct charges (ODC) for:

- Current period
- Cumulative by Fiscal Year (FY)
- Estimated hours and dollars for the next invoice period
- Burn rate for current BPA Call(s)
- Percent of funds expended
- Percent of funds remaining

## 15.3 Incentive Distribution Report

The Performance Incentive Plan will include a requirement that 10% of any Incentive Award will be set aside for contractor employees. After the initial Incentive Award is paid, the contractor shall provide a report to the Incentive Plan board documenting how the Incentive Distribution was achieved. This report shall be due to the DHS HQ COTR within 30 days of receipt of the first Incentive Award, if any, and then quarterly thereafter.

## ATTACHMENT A.1

## ACRONYMS AND DEFINITIONS

Table B-1 displays the acronyms used in this document and provides the meaning. Table B-2 lists the form numbers and names of the forms currently used in Immigration and Naturalization processes.

Table A.1-1: Acronyms

ACRONYM	MEANING
ACH	Automatic Clearing House
A-Files	Alien Files
APM	Assistant Program Manager
AQL	Acceptable Quality Level
BCIS	Bureau of Citizenship and Immigration Services
BPA	Blanket Purchase Agreement
CAC	Contract Adjudication Clerk
CD	Compact Disk
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off-The-Shelf
CPAU	Contractor Performance Analysis Unit
DHS	Department of Homeland Security
DHS-ORM	Department of Homeland Security, Office of Records Management
DOJ	Department of Justice
DSS	Defense Security System (formerly Defense Investigative Service (DIS))
EOD	Entry on Duty
EPSQ	Electronic Personnel Security Questionnaire
FAC	Federal Acquisition Circular
FAS	Functional Area Supervisor
FASAB	Federal Accounting Standards Advisory Board
FCO	File Control Office
FedEx	Federal Express
FIP	Federal Information Processing
FOIA	Freedom of Information Act
FTC	File Transfer Confirmation
FTF	File Transfer Forwards
FTI	File Transfer Indications
FTM	File Transfer Maintenance
FTP	File Transfer Privilege Request
FTR	File Transfer Request
FY	Fiscal Year
GOTS	Government Off-The-Shelf
GSA	General Services Administration
HQ	Headquarters
IBIS	Interagency Border Inspection System
INS	(Formerly) Immigration and Naturalization Service
IRM	Information Resources Management
NACI	National Agency Credit Inquiry
NARA	National Archives and Records Administration

ACRONYM	MEANING
NFTS	National File Tracking System
NISPOM	National Industrial Security Program Operating Manual
NQP	Naturalization Quality Procedures
NRC	National Records Center
ORM	Former INS Office of Records Management
PA	Privacy Act
PM	Program Manager
PMP	Project Management Plan
POC	Point of Contact
POE	Port of Entry
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCI	Quality Control Inspector
QCP	Quality Control Plan
RAFACS	Receipt and Alien-File Accountability and Control System
RFQ	Request for Quotations
RNACS	Reengineered Naturalization Application Casework System
ROH	Records Operations Handbook
RSS	Records Services Support
SAVE	Systematic Alien Verification for Entitlements
SOP	Standard Operating Procedures
SOW	Statement of Work
SWIP	Service-Wide Inventory Plan
TAIS	Telecommunications and Automated Information Systems
UPS	United Parcel Service
VAR	Visitor Authorization Request

**Table A.1-2: Department of Homeland Security (formerly INS) Forms**

Form Number	Title
AR-11	Change of Address Form
AR-11SR	Change of Address Form - Special Registration
G-14	Information Form
G-28	Notice of Entry of Appearance as Attorney or Representative
G-325	Biographic Information
G-325A	Biographic Information
G-325B	Biographic Information
G-325C	Biographic Information
G-639	Freedom of Information/Privacy Act Request
G-731	Inquiry About Status of I-551 Alien Registration Card
G-845	Verification Request (Non-SAVE Agencies)
G-845S	Verification Request (SAVE Agencies)
G-942	Application Survey (for DHS Employment)
G-1020	H-1B Specialty Occupation Data Collection
I-9	Employment Eligibility Verification
I-17	Petition for Approval of School for Attendance by Nonimmigrant Student
I-68	Canadian Border Boat Landing Permit
I-90	Application to Replace Permanent Resident Card

<b>Form Number</b>	<b>Title</b>
I-94	Arrival-Departure Record
I-94W	Nonimmigrant Visa Waiver Arrival-Departure Record
I-102	Application for Replacement/Initial Nonimmigrant Arrival/Departure Record
I-129	Petition for A Nonimmigrant Worker
I-129F	Petition for Alien Fiancé(e)
I-129S	Nonimmigrant Petition Based on Blanket L Petition
I-129W	Petition for Nonimmigrant Worker Filing Fee Exemption
I-130	Petition for Alien Relative
I-131	Application for Travel Document
I-134	Affidavit of Support
I-140	Immigrant Petition for Alien Worker
I-175	Application for Nonresident Alien's Canadian Border Crossing Card
I-190	Application for Nonresident Alien Mexican Border Crossing Card
I-191	Application for Permission to Return to an Unrelinquished Domicile
I-192	Application for Advance Permission to Enter as Nonimmigrant
I-193	Application for Waiver of Passport and/or Visa
I-212	Application for Permission to Reapply for Admission into the U.S. After Deportation or Removal
I-246	Application for Stay of Deportation or Removal
I-290B	Notice of Appeal to the Administrative Appeals Unit (AAU)
I-352	Immigration Bond
I-360	Petition for Amerasian, Widow(er), or Special Immigrant
I-361	Affidavit of Financial Support and Intent to Petition for Legal Custody
I-395	Affidavit In Lieu of Lost Receipt of United States DHS for Collateral Accepted As Security
I-408	Application to Pay Off or Discharge Alien Crew
I-485	Application to Register Permanent Residence or to Adjust Status
I-485 Supplement A	Supplement A to Form I-485, Application to Register Permanent Residence
I-485 Supplement B	Form I-485 Instructions for NACARA
I-485 Supplement C	Instructions to Supplement C to Form I-485 (HRIFA)
I-485 Supplement D	LIFE Legalization Supplement to the Form I-485 Instructions
I-526	Immigrant Petition By Alien Entrepreneur
I-538	Certification by Designated School Official
I-539	Application to Extend/Change Nonimmigrant Status
I-539 Supplement A	Filing Instructions for V Nonimmigrant Status
I-566	Interagency Record of individual Requesting Change/Adjustment to or from A or G Status
I-589	Application for Asylum
I-600	Petition to Classify Orphan as an Immediate Relative
I-600A	Application for Advance Processing of Orphan Petition

Form Number	Title
I-601	Application for Waiver of Grounds of Excludability
I-602	Application By Refugee For Waiver of Grounds of Excludability
I-612	Application for Waiver of the Foreign Residence Requirement
I-643	Health and Human Services Statistical Data for Refugee/Asylee Adjusting Status
I-690	Application for Waiver of Excludability
I-693	Medical Examination of Aliens Seeking Adjustment of Status
I-694	Notice of Appeal of Decision
I-695	Application for Replacement Employment Authorization or Temporary Residence Card
I-698	Application to Adjust Status From Temporary to Permanent Resident
I-730	Refugee/Asylee Relative Petition
I-751	Petition to Remove the Conditions on Residence
I-765	Application for Employment Authorization
I-765D	Liberian Deferred Enforced Departure Supplement to I-765
I-817	Application for Family Unity Benefits
I-821	Application for Temporary Protected Status
I-821A Package	Forms and Instructions for TPS for Nicaraguans and Hondurans
I-823	Application - Inspections Facilitation Program
I-824	Application for Action on an Approved Application or Petition
I-829	Petition by Entrepreneur to Remove Conditions
I-847	Report of Complaint
I-855	ABC Change of Address
I-864	Affidavit of Support
I-864A	Affidavit of Support Contract Between Sponsor and Household Member
I-864P	Poverty Guidelines
I-864 Package	I-864, I-864A and I-865
I-865	Sponsor's Notice of Change of Address
I-866	Application Checkpoint Pre-enrolled Access Lane
I-876	Election Form to Participate in Employment Eligibility Confirmation Pilot Programs
I-881	NACARA - Suspension of Deportation or Application for Special Rule Cancellation of Removal
I-907	Request for Premium Processing Service
I-914	Application for T Nonimmigrant Status
N-4	Monthly Report Naturalization Papers
N-25	Request for Verification of Naturalization
N-300	Application to File Declaration of Intention
N-336	Request for Hearing on a Decision in Naturalization Proceedings Under Section 336 of the INA
N-400	Application for Naturalization
N-410	Application for Motion for Amendment of Petition
N-426	Request for Certification of Military or Naval Service
N-455	Application for Transfer of Petition for Naturalization
N-470	Application to Preserve Residence for Naturalization Purposes
N-565	Application for Replacement Naturalization Citizenship Document
N-600	Application for Certification of Citizenship



<b>Form Number</b>	<b>Title</b>
N-643	Application for Certificate of Citizenship in Behalf of an Adopted Child
N-644	Application for Posthumous Citizenship
N-648	Medical Certification for Disability Exceptions
N-600/N-643 Supp. A	Application for Transmission of Citizenship Through A Grandparent

**Attachment A.2****REQUIRED PROJECT MANAGEMENT PLANS**

This attachment describes the Project Management Plans listed as a contract requirement in Statement of Work Section 4.1.1. The Contractor shall maintain these plans throughout the period of contract performance.

**1. PROJECT ORGANIZATION AND COMMUNICATIONS PLAN**

The Contractor shall submit a Project Organization and Communications Plan that shall meet the following Objectives and Requirements.

**1.1 Objectives:**

- Promote an understanding of the organization the Contractor will employ in the performance of BPA calls
- Promote an understanding of the relationship and responsibilities of project management personnel
- Promote an understanding of the lines of communication employed to advance the performance of BPA Call requirements

**1.2 Requirements:**

- Clearly identify the project's organizational structure using an organizational chart to indicate the relationships between the PM, corporate offices, and other proposed staff functionaries, e.g., an Assistant PM; on-site managers; subcontractors, etc.
- Note any formal requirements of the relationship (e.g., a formal corporate review might be noted in connection with the corporate/PM relationship)
- Identify all formal communication requirements among personnel at the corporate, project, subcontractor, and DHS levels
- Provide a problem resolution system with the ability to track, prioritize, and document any corrective action taken to resolve Contractor/DHS issues
- Describe the site-based and enterprise-level methods used to promote innovative approaches to productivity increases and product/service quality improvements
- Include appropriate cross-references to related plans
- Provide positions and names of all key personnel performing BPA Call requirements on the contract

### **1.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the Statement of Work (SOW).

## **2.0 SECURITY PLAN**

The Contractor shall submit a Security Plan that shall meet the following Objectives and Requirements.

### **2.1 Objectives:**

- Build quality controls and reviews into the security clearance process that permit timely recruitment and clearance of personnel without significantly slowing the Contractor's response to increased work load requirements or vacancies created by personnel turnover
- Establish quality-control checks and procedures that preclude inappropriate employment of personnel, e.g., drivers with poor driving records
- Establish quality-control checks and procedures that preclude security breaches and the compromise of the DHS mission.

### **2.2 Requirements:**

- Detail the procedures the Contractor will employ using the Electronic Personnel Security Questionnaire (EPSQ) in performance of the security and privacy act requirements
- Describe procedures for submitting security clearance requests
- Detail the procedures for security clearance tracking and record keeping;
- Detail the procedures that will be used to submit Site-Visit requests and Visitor Authorization Requests (VAR), including time frames
- Detail the procedures for processing Secret clearances for mailroom and other key personnel
- Detail the procedures for monitoring driver licensing and driving records of staff
- Describe the processes of operations requirements such as key control data systems security;
- Describe employee security orientation and training
- Detail the procedures for mail and file security programs
- Include appropriate cross-references to related plans

### **2.3 Maintenance**

The Contractor shall receive DHS HQ COTR approval for any changes in the plan and shall formalize change notices in accordance with the timeframes established in paragraph 4.1.2 of the SOW.

### **3.0 QUALITY CONTROL PLAN**

The Contractor shall submit a Quality Control Plan that shall meet the following Objectives and Requirements.

#### **3.1 Objectives**

The contractor shall develop and implement a comprehensive, standardized Quality Control Plan (QCP) at all sites and for all functions/services tasked, meeting the following objectives:

- Build quality controls and reviews into the operating procedures for all major tasks and sub-tasks without slowing the flow of work
- Employ best QC practices to promote process improvement
- Establish quality control checks and procedures to review valid samples of work at critical/predetermined stages in the workflow to determine the accuracy of the work before it proceeds to the next stage. Determine that work is being done correctly and that the methodology is in conformance with DHS procedures. Identify, document, and restore to proper procedures any work not being done correctly.
- Develop methods to identify work that has not been performed properly or on time
- Identify any systemic problems, such as misfiled or lost records, that would diminish the DHS' ability to locate and account for its records and propose appropriate corrections
- Accurately document the methodology and procedures for the inspection system covering all services provided
- Identify, respond to, and correct deficiencies or shortcomings identified through the DHS feedback process or through site specific lessons learned
- Improve customer service levels while maintaining compliance with Government/DHS policy, procedures, and regulations
- The Government reserves the right to enforce subsequent reviews pursuant to FAR Part 46.2 "Contractor Quality Requirements"

#### **3.2 Requirements:**

- Maintain, retain, and organize on-site records of all Contractor-conducted inspections and the corrective actions taken

- Delineate the organizational placement, duties, and responsibilities of the QC staff
- Ensure that when samples are used for quality verification, they are sufficient to produce a statistically valid result and to yield an acceptable minimum confidence level and a maximum acceptable margin for all populations, unless waived in writing in advance by the HQ COTR
- Contractor supervisors may perform random quality checks, record the statistical results, make recommendations based on findings, direct and verify the correction of any errors
- The QC personnel shall perform quality checks, record the statistical results, make recommendations based on findings, direct and verify the correction of any errors in accordance with the QASP
- Deliver a QCP report for each site, for each month, to the HQ COTR summarizing the findings of these reviews, including the number, percentage, and functional area(s) of errors, the corrective actions taken, and any trends or perceived systemic problems that require further review and analysis
- Continuously and systematically audit the files in all file areas supported by the contractor to ensure the accuracy of filing and the tracking of records
- Conduct employee orientation and training in what constitutes acceptable performance of their duties in accordance with DHS regulations and policies
- Foster a recognition among Contractor employees that excellent performance, beyond the level of "minimally acceptable," benefits the DHS, the general public, and themselves
- Include appropriate cross-references to related plans

### **3.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

### **4.0 Quality Improvement Plan (QIP)**

The Contractor shall submit a Quality Improvement Plan that shall meet the following Objectives and Requirements.

#### **4.1 Objectives:**

- Create an environment that fosters continuous quality improvement throughout the period of performance on the contract at sites where the contractor provides support
- Define the measurable elements that constitute "quality performance" for this contract utilizing the work environment and job-specific training

#### **4.2 Requirements**

- Provide a baseline of quality performance as it currently stands
- Provide a methodology for defining and measuring quality performance on this contract
- Describe a method to continuously re-examine the objectives of the project, the work processes and procedures, and the available technologies to improve performance quality
- Describe the process for identifying needs and opportunities in the workplace that can affect performance quality
- Provide a process for recognizing and rewarding quality improvements developed by Contractor employees
- Describe the procedures for measuring and reporting on quality improvements
- Describe how the Contractor's Training Plan will contribute to continuous quality improvement
- Include appropriate cross-references to related plans

#### **4.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

#### **5.0 EMERGENCY PLAN**

The Contractor shall submit an Emergency Plan that shall meet the following Objectives and Requirements.

##### **5.1 Objectives:**

- Establish contingency plans to ensure continuity of every operation during special and emergency situations such as fire, accidents, civil disturbances, national emergency, systems failure, labor walk-out, or other circumstances which could jeopardize the operations of DHS Records Activities
- Coordinate Contractor plans with those of the DHS ensuring appropriate linkages between the plans

##### **5.2 Requirements:**

- Provide for the distribution of the Plan
- Provide for the identification of key Contractor personnel in the event of an emergency
- Provide for orientation and training of the Contractor's employees regarding their responsibilities in the event the Emergency Plan is activated
- Appropriate cross-references to related plans

### **5.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

### **6.0 REPORTING, NOTICES AND INVOICES PLAN**

The Contractor shall submit a Reporting, Notices and Invoices Plan that shall meet the following Objectives and Requirements.

#### **6.1 Objectives:**

- Identify the standard reports required under the contract
- Identify the administrative and operational notices/approvals required under the contract
- Identify the personnel, processes, and timing of the invoicing process

#### **6.2 Requirements:**

- All recurring reports required by the contract shall be identified and associated with the appropriate requirement in the contract
- All administrative and operational notices required under the contract (e.g., the administrative notices related to funding and the operational notice/approval associated with risk factors in fluctuating workloads), shall be identified and associated with the appropriate requirement in the contract
- The personnel, process, and timing of the invoice preparation, submission, and tracking shall be identified and supported with sufficient narrative and flowcharts to accomplish the objective above
- The plan shall include appropriate cross-references to related plans

### **6.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

### **7.0 TRANSITION PLAN:**

The Contractor shall submit a Transition Plan that shall meet the following Objectives and Requirements.

#### **7.1 Objectives**

The Plan shall meet the following objectives for two kinds of transition activities:

**7.1.1 Transitioning from One Operating Contractor to Another**

- Identify the strategies to prepare for providing full service from the issuance of a new BPA Call through the initial learning curve period
- Identify the initial baseline performance metrics
- Identify all operational, technical, personnel, schedule, and cost related risk factors connected with a move from one operating contractor to another
- Identify the likelihood that specific risks will occur
- Identify the risk mitigation strategies
- Identify the key personnel involved in the transition process at each site
- Describe the interface between Contractor personnel and incumbent personnel (either DHS employees or another contractor) where applicable
- Identify the transition schedule
- Identify the program schedule milestones

**7.1.2 Transitioning from an Active to an Inactive BPA Call**

- Identify the process for completing work on an expiring BPA Call
- Identify the process for phasing out personnel
- Identify the process for providing summary files, records, updated procedures and deliverables
- Identify the process for assisting in the transition of replacement personnel (either DHS employees or another contractor) where applicable

**7.2 Requirements:**

- Effect the transition from the previous operating contractor within 30 days of the timeframes established in Section C, SOW.
- Operate at the same or an improved level of efficiency and effectiveness at the conclusion of the transition period
- Describe efficient and effective closeout of expiring BPA Calls
- Include appropriate cross-references to other related plans

**7.3 Maintenance**

The Contractor is required to formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.



## **8.0 PERSONNEL PLAN:**

The Contractor shall submit a Personnel Plan that shall meet the following Objectives and Requirements.

### **8.1 Objectives:**

- Identify the strategies to manage fluctuations and growth in workload
- Identify the approaches to recruitment, retention, and rewarding of employees
- Identify the qualification, training, and placement of new hires
- Identify the clearance processing requirements and procedures
- Identify the subcontracted personnel, if applicable
- Identify the workload management approaches to address leave, sickness, walkout, etc.

### **8.2 Requirements:**

- Describe method to locate, interview, and process the clearance for a proposed hire within 10 business days
- Describe how Contractor will track submitted clearances and report delays
- Describe how Contractor will track incumbent employees (separately identify contractor/subcontractor personnel) on a local-site basis
- Specifically note, by name and site, new hires, terminated or resigned employees; transferred employees; and employees moving from one labor classification to another
- Describe systems in place or to be implemented for the recruitment, retention, and reward of Contractor employees
- Track and report on all training provided to contractor employees by DHS or contractor personnel
- Disclose personnel written practices communicated to the employees through a mechanism such as employee handbook
- Include a subsection in the plan to addresses appropriate attire and behavior in the work place
- Include appropriate cross-references to other related plans

### **8.3 Maintenance**

The Contractor is required to formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

**9.0 TRAINING PLAN:**

The Contractor shall submit a Training Plan that shall meet the following Objectives and Requirements.

**9.1 Objective:**

The objective of this plan is to define the Contractor method of meeting the Training requirements described in Section H, "Special Clauses."

**9.2 Requirements:**

The Training Plan shall describe the methods, content, and goals of employee training in the following topics:

- Procedures, terminology and objectives used in this contract
- Standards of conduct
- DHS and contractor relationships under this contract
- Other regulations and DHS procedures related to working on a Government site
- BPA Call requirements related to the employee's position
- BPA Call requirements related to the award fee plan
- Quality requirements and the contractor's QC philosophy
- Operational procedures
- Security requirements and compliance
- Trainer and training evaluation procedures
- Task-oriented training
- Transition training
- New-hire training
- New site training
- Remedial training
- Other ongoing employee training

The plan shall also provide

- A training schedule
- Appropriate cross-references to other related plans

**9.3 Maintenance:**

The Contractor is required to formalize any changes in the plan in accordance with 4.1.2 of the SOW.

**10.0 DAILY OPERATIONS PLAN:**

The Contractor shall submit a Daily Operations Plan that shall meet the following Objectives and Requirements.

**10.1 Objectives:**

- Identify the procedures for communicating with the Site Manager, Assistant Site Manager, HQ COTR, and Alternate COTR, regarding daily priorities and operational issues
- Identify scheduling approaches for training, continuous improvement activities, and participation in joint DHS/Contractor initiatives
- Identify the procedures that will be employed to monitor ongoing production related activities --e.g., the data collection required in the G-23 report and quality control activities

**10.2 Requirements:**

- Schedule the development and submission to the DHS of the site's Operational Procedures Manual and the revision of the Manual
- Provide for daily meetings with the on-site COTR regarding production and processing and operational issues
- Provide mechanisms that will ensure the oversight of required on-going activities such as the data collection activities as set forth in the G-23 report, and Contractor Quality Control responsibilities
- Schedule adequate time for training activities
- Scheduling adequate time for participating in joint endeavors such as quality initiatives and continuous improvement activities
- Include appropriate cross-references to other related plans
- Provide for QC/QA meetings

**10.3 Maintenance**

The Contractor is required to formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

## **11.0 BACKLOG AVOIDANCE/REDUCTION PLAN**

The Contractor shall submit a Backlog Avoidance/Reduction Plan that shall meet the following Objectives and Requirements.

### **11.1 Objectives:**

- Reduce any backlogs that exist at time of contract award.
- Develop a contingency plan that ensures backlog is worked continuously on a daily basis, until it is eliminated.
- While occasional backlogs are inevitable, manage resources so that backlogs are minimized.
- Assure that no item remains in backlog state beyond a reasonable period of delay, as defined in the plan – i.e., maintain an order of criticality for individual backlog items.

### **11.2 Requirements**

- Report monthly on the end-of-month actual count of “unfinished” work, distinguishing between the following two categories:
  - ✓ PENDING – Work not finished at the end of the day, week, or month, but still workable within the time remaining on its prescribed processing period, according to applicable directives, ROH standards, and/or regulations.
  - ✓ BACKLOG – Work not finished at the end of the day, week, or month and past-due on its prescribed processing period according to applicable directives, ROH standards, and/or regulations.
- Include in monthly report an updated plan of action to reduce or eliminate that month’s backlog. A copy of this plan shall be provided to the on-site COTR and Quality Assurance Evaluators (QAEs).
- Include in resource management procedures a methodology for reducing or eliminating unexpected surges in backlog and eliminating long-standing backlogs.

### **11.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

## **12.0 INCENTIVE DISTRIBUTION PLAN**

The Contractor shall submit an Incentive Distribution Plan that shall meet the following Objectives and Requirements.

### **12.1 Objectives:**

- Assure that 10% of Incentive Awards are fairly distributed among the contractor employees who achieved superior performance.
- Assure that all such distributions shall be completed by 90 days of expiration of the BPA.

### **12.2 Requirements**

- Report 30 days after receipt of first Incentive Award on how 10% of the award was distributed to contractor employees.
- Report quarterly thereafter on distribution of the 10% of Incentive Awards.
- Provide rationale for the basis on which distributions were made.

### **12.3 Maintenance**

The Contractor shall formalize any changes in the plan in accordance with paragraph 4.1.2 of the SOW.

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 [ENTER DATE]. 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:

Line with slashes for date entry: / /

6. CONTRACT COMPLETION DATE:

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

**PART TWO: GENERAL INFORMATION CONTINUED****9. BRIEF DESCRIPTION OF YOUR CONTRACT REQUIREMENTS:**

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**PART THREE: OFFEROR PERFORMANCE RATING**

On the following pages, please summarize the offeror's performance in each rating factor listed below. Each factor has a set of subfactors with four possible adjectival ratings. Determine the adjectival rating that most nearly represents your experience with this offeror and indicate your assessment by placing an "X" under the appropriate heading. Offeror performance factors are:

- A. QUALITY OF SERVICES/REPORTS**
- B. PROJECT MANAGEMENT - RESOURCE ALLOCATION**
- C. TIMELINESS OF PERFORMANCE**
- D. COST EFFECTIVENESS**

Adjectival ratings are defined below and should be used as a reference in assessing performance:

- OUTSTANDING =** Offeror's performance significantly exceeded most or all contract requirements. Furthermore, the offer provided significant, unusual, unique, or worthwhile features or benefits and performance was of the highest quality. No risk anticipated with performance or customer satisfaction.
- GOOD =** Offeror's performance fully exceeded many of the contract requirements. Offeror's performance has resulted in a high level of efficiency and productivity and quality. Very little risk anticipated with performance or lack of customer satisfaction.
- ACCEPTABLE =** Offeror's performance met customer expectations or contract requirements. Some potential risk and lack of customer satisfaction anticipated based upon the offeror's past performance.
- UNACCEPTABLE=** Offeror's performance was less than satisfactory and could have stood improvement. Significant potential risk and degradation of performance anticipated based upon the offeror's past performance.
- NEUTRAL =** No relevant past performance available for evaluation. Proposal receives no merit or demerit for this factor.

B. QUALITY OF SERVICE						
1	Did the contractor provide quality goods/services?					
2	Did the contractor provide quality reports and documentation (i.e., accurate, current and complete)?					

C. PROJECT MANAGEMENT						
1	Did the contractor provide effective contract and project management?					
2	Was the contractor able to solve contract performance problems without extensive guidance from Government counterparts?					
3	Did the contractor supply adequate and qualified replacement personnel?					
4	How effective has the contractor been in understanding and responding to user requirements?					
5	Did the contractor establish and maintain effective quality control standards and procedures?					

D. TIMELINESS OF PERFORMANCE						
1	Did the contractor adhere to contract delivery schedules in the following areas:					
	(a) performance of services?					
	(b) delivery of goods?					
	(c) delivery of reports or other documentation?					
2	Were replacement personnel identified and assigned to the project in a timely manner?					



USE EFFECTIVENESS						
1	To what extent did the contractor meet the cost estimate?					
2	Did the contractor effectively plan work to ensure maximum effective utilization of resources?					

**PART FOUR: OFFEROR PERFORMANCE RATING CONTINUED**

1. Has this contract been partially or completely terminated for default or convenience?

YES \_\_\_\_\_ Default \_\_\_\_\_ Convenience \_\_\_\_\_

NO \_\_\_\_\_

If yes, please explain (e.g. inability to meet cost, performance, or delivery schedules - also include contract number, name, address, and phone number of Terminating Contracting Officer).

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2. What was the contractor's greatest strength in the performance of the contract?

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3. What was the contractor's greatest weakness in the performance of the contract?

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Would you award another contract to this contractor?

YES \_\_\_\_\_ No \_\_\_\_\_

COMMENTS:

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**PART FIVE: EVALUATOR'S CERTIFICATION**

**HEREBY CERTIFY THAT THE INFORMATION IN THIS FORM IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.**

\_\_\_\_\_  
**SIGNATURE OF EVALUATOR**

\_\_\_\_\_  
**TITLE OF EVALUATOR**

\_\_\_\_\_  
**DATE**

# Pricing Schedule

## Base BPA Year

Enter pricing in  
shaded  
cells only

	Labor			ODCs	Total
	Program Management	Operations Support	Total Labor		
Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (c x d)

### 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
New York, NY	Site Manager				NA	1,900	0.00
	QC Inspector				NA	7,600	0.00
	Asistant Site Manager				NA	3,800	0.00
Newark, NJ	Site Manager				NA	1,900	0.00
	QC Inspector				NA	3,800	0.00
	Asistant Site Manager				NA	1,900	0.00
Miami, FL	Site Manager				NA	1,900	0.00
	QC Inspector				NA	7,600	0.00
	Asistant Site Manager				NA	1,900	0.00
Chicago, IL	Site Manager				NA	1,900	0.00
	QC Inspector				NA	3,800	0.00
	Asistant Site Manager				NA	1,900	0.00
Houston, TX	Site Manager				NA	1,900	0.00
	QC Inspector				NA	5,700	0.00
	Asistant Site Manager				NA	1,900	0.00
San Francisco, CA	Site Manager				NA	1,900	0.00
	QC Inspector				NA	9,500	0.00
	Asistant Site Manager				NA	1,900	0.00
Los Angeles, CA	Site Manager				NA	1,900	0.00
	QC Inspector				NA	9,500	0.00
	Asistant Site Manager				NA	1,900	0.00
Atlanta, GA	Site Manager				NA	1,900	0.00
	QC Inspector				NA	1,900	0.00
	Asistant Site Manager				NA	1,900	0.00
Dallas, TX	Site Manager				NA	1,900	0.00
	QC Inspector				NA	1,900	0.00
	Asistant Site Manager				NA	1,900	0.00

Enter pricing in green-shaded cells only

	Labor			ODCs	Total
	Program Management	Operations Support	Total Labor		
Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (e x d)
Phoenix, AZ	Site Manager				NA	1,900	0.00
	QC Inspector				NA	1,900	0.00
	Asistant Site Manager				NA	1,900	0.00
San Diego, CA	Site Manager				NA	1,900	0.00
	QC Inspector				NA	1,900	0.00
	Asistant Site Manager				NA	1,900	0.00
Washington, DC (DO)	Site Manager				NA	1,900	0.00
	QC Inspector				NA	1,900	0.00
	Asistant Site Manager				NA	1,900	0.00
Eastern Region	Regional Manager				NA	1,900	0.00
Central Region	Regional Manager				NA	1,900	0.00
Western Region	Regional Manager				NA	1,900	0.00
<b>Total Base Year Program Management:</b>							0.00

**Operations Support**

**District Offices**

New York	Functional Area Supv					5,700	0.00
	Cashier					15,200	0.00
	File Clerk					76,000	0.00
	Data Entry Clerk					22,800	0.00
	Mail Clerk					20,900	0.00
	Courier					3,800	0.00
Newark	Functional Area Supv					7,600	0.00
	Cashier					9,500	0.00
	File Clerk					13,300	0.00
	Data Entry Clerk					7,600	0.00
	Mail Clerk					7,600	0.00
	Courier					1,900	0.00
Miami	Functional Area Supv					7,600	0.00
	Cashier					17,100	0.00
	File Clerk					38,000	0.00
	Data Entry Clerk					17,100	0.00
	Mail Clerk					15,200	0.00
	Courier					3,800	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					57,000	0.00
Chicago	Functional Area Supv					3,800	0.00
	Cashier					5,700	0.00

Enter pricing in green-shaded cells only

	Labor			ODCs	Total
	Program Management	Operations Support	Total Labor		
Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (e x f)
	File Clerk					11,400	0.00
	Data Entry Clerk					7,600	0.00
	Mail Clerk					7,600	0.00
	Courier					3,800	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					85,500	0.00
Houston	Functional Area Supv					3,800	0.00
	Cashier					7,600	0.00
	File Clerk					17,100	0.00
	Data Entry Clerk					9,500	0.00
	Mail Clerk					7,600	0.00
	Courier					1,900	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					66,500	0.00
San Francisco	Functional Area Supv					7,600	0.00
	Cashier					11,400	0.00
	File Clerk					45,600	0.00
	Data Entry Clerk					13,300	0.00
	Mail Clerk					13,300	0.00
	Courier					3,800	0.00
	Functional Area Supv					5,700	0.00
	General Office Worker					34,200	0.00
Los Angeles	Functional Area Supv					11,400	0.00
	Cashier					19,000	0.00
	File Clerk					60,800	0.00
	Data Entry Clerk					24,700	0.00
	Mail Clerk					15,200	0.00
	Courier					3,800	0.00
	Functional Area Supv					7,600	0.00
	General Office Worker					138,700	0.00
	Courier					1,900	0.00
Atlanta	Functional Area Supv					1,900	0.00
	Cashier					5,700	0.00
	File Clerk					3,800	0.00
	Data Entry Clerk					3,800	0.00
	Mail Clerk					9,500	0.00
	Courier					1,900	0.00
	Functional Area Supv					0	0.00
	General Office Worker					0	0.00
Dallas	Functional Area Supv					3,800	0.00
	Cashier					5,700	0.00

Enter pricing in green-shaded cells only

	Labor			ODCs	Total
	Program Management	Operations Support	Total Labor		
	Base BPA Year	0.00	0.00		
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (e x d)
	File Clerk					9,500	0.00
	Data Entry Clerk					3,800	0.00
	Mail Clerk					3,800	0.00
	Courier					1,900	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					53,200	0.00
Phoenix	Functional Area Supv					1,900	0.00
	Cashier					5,700	0.00
	File Clerk					5,700	0.00
	Data Entry Clerk					3,800	0.00
	Mail Clerk					5,700	0.00
	Courier					1,900	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					38,000	0.00
San Diego	Functional Area Supv					3,800	0.00
	Cashier					5,700	0.00
	File Clerk					7,600	0.00
	Data Entry Clerk					5,700	0.00
	Mail Clerk					5,700	0.00
	Courier					1,900	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					38,000	0.00
Washington, DC (DO)	Functional Area Supv					1,900	0.00
	Cashier					3,800	0.00
	File Clerk					5,700	0.00
	Data Entry Clerk					3,800	0.00
	Mail Clerk					3,800	0.00
	Courier					1,900	0.00
	Functional Area Supv					3,800	0.00
	General Office Worker					64,600	0.00
<b>Eastern Region</b>							
Hartford, CT	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Providence, RI	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Buffalo, NY	General Office Worker					1,900	0.00
Cleveland, OH	Functional Area Supv					1,900	0.00
	General Office Worker					3,800	0.00

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Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (c x d)
Cincinnati, OH	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Columbus, OH	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Detroit, MI	Functional Area Supv					1,900	0.00
	General Office Worker					20,900	0.00
Jacksonville, FL	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Orlando, FL	Functional Area Supv					1,900	0.00
	General Office Worker					11,400	0.00
Tampa, FL	Functional Area Supv					1,900	0.00
	General Office Worker					11,400	0.00
Orlando Beach, FL	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
Newark, NJ	Functional Area Supv					3,800	0.00
	General Office Worker					45,600	0.00
Cherry Hill, NJ	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
New Orleans, LA	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Louisville, KY	Functional Area Supv					1,900	0.00
	General Office Worker					3,800	0.00
Memphis, TN	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Fort Smith, AR	General Office Worker					1,900	0.00
Manhattan, NY	Functional Area Supv					3,800	0.00
	General Office Worker					83,600	0.00
Garden City, NY	Functional Area Supv					3,800	0.00
	General Office Worker					64,600	0.00
Philadelphia, PA	Functional Area Supv					1,900	0.00
	General Office Worker					11,400	0.00

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Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (e x d)
Pittsburgh, PA	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
San Juan, PR	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Charlotte, PR	General Office Worker					1,900	0.00
Christiansted, PR	General Office Worker					1,900	0.00
Arlington, VA	Functional Area Supv					1,900	0.00
	General Office Worker					19,000	0.00
Norfolk, VA	General Office Worker					1,900	0.00
Baltimore, MD	Functional Area Supv					1,900	0.00
	General Office Worker					13,300	0.00
Boston, MA	Functional Area Supv					1,900	0.00
	General Office Worker					17,100	0.00
Charlotte, NC	Functional Area Supv					1,900	0.00
	General Office Worker					17,100	0.00
<b>Central Region</b>							
Indianapolis, IN	Functional Area Supv					1,900	0.00
	General Office Worker					7,600	0.00
Milwaukee, WI	Functional Area Supv					1,900	0.00
	General Office Worker					15,200	0.00
Oklahoma City, OK	Functional Area Supv					1,900	0.00
	General Office Worker					9,500	0.00
Denver, CO	Functional Area Supv					1,900	0.00
	General Office Worker					13,300	0.00
Salt Lake City, UT	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
El Paso, TX	Functional Area Supv					1,900	0.00
	General Office Worker					13,300	0.00
Albuquerque, NM	Functional Area Supv					1,900	0.00
	General Office Worker					7,600	0.00



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Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (c x d)
Harlingen, TX	Functional Area Supv					1,900	0.00
	General Office Worker					17,100	0.00
Helena/Boise, ID	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Kansas City, MO	Functional Area Supv					1,900	0.00
	General Office Worker					3,800	0.00
St. Louis, MO	Functional Area Supv					1,900	0.00
	General Office Worker					1,900	0.00
Omaha, NE	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
Des Moines, IA	General Office Worker					1,900	0.00
San Antonio, TX	Functional Area Supv					1,900	0.00
	General Office Worker					22,800	0.00
St. Paul, MN	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
<b>Western Region</b>							
Bell Flower, CA	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
El Monte, CA	Functional Area Supv					1,900	0.00
	General Office Worker					20,900	0.00
Santa Ana, CA	Functional Area Supv					1,900	0.00
	General Office Worker					22,800	0.00
San Bernardino, CA	Functional Area Supv					1,900	0.00
	General Office Worker					3,800	0.00
Las Vegas, NV	Functional Area Supv					1,900	0.00
	General Office Worker					13,300	0.00
Reno, NV	General Office Worker					1,900	0.00
Tucson, AZ	Functional Area Supv					1,900	0.00
	General Office Worker					5,700	0.00
Medford, OR	Functional Area Supv					1,900	0.00

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green-shaded  
cells only

	Labor			ODCs	Total
	Program Management	Operations Support	Total Labor		
Base BPA Year	0.00	0.00	0.00	432,860.00	\$432,860.00
Option Year 1	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 2	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 3	0.00	0.00	0.00	409,060.00	\$409,060.00
Option Year 4	0.00	0.00	0.00	409,060.00	\$409,060.00

Base BPA Year							
Location	Skill - List each skill from list	(a) GSA Schedule Rate	(b) Discount %	(c) Discounted Rate	Overtime Billing Rate	(d) Est Hours	Extension (c x d)
	General Office Worker					15,200	0.00
Chula Vista, CA	Functional Area Supv					1,900	0.00
	General Office Worker					3,800	0.00
Fresno, CA	Functional Area Supv					3,800	0.00
	General Office Worker					24,700	0.00
Laguna Niguel, CA	Functional Area Supv					1,900	0.00
	General Office Worker					7,600	0.00
Sacramento, CA	Functional Area Supv					3,800	0.00
	General Office Worker					24,700	0.00
San Jose, CA	Functional Area Supv					3,800	0.00
	General Office Worker					36,100	0.00
Spokane, WA	Functional Area Supv					1,900	0.00
	General Office Worker					15,200	0.00
Spokane, WA	General Office Worker					1,900	0.00
<b>Total Base Year Operation Support</b>							0.00
<b>Total Base Year Labor</b>							0.00