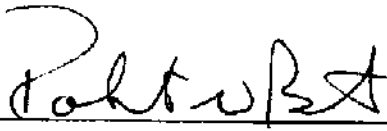


4. **Responsibilities of the End-User Organization**
  - 4.1 **The end-user organization agrees it will:**
    - a) Provide REMEDY software for use by the service provider
    - b) Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.
    - c) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.
    - d) Describe the minimum information required (i.e., name, location, telephone number, equipment, user identification, e-mail address, etc.)
    - e) Report all faults noticed by customers via the Help Desk.
    - f) Provide WGSJ with a description of the problem and potential mission impact.
    - g) Ensure Help Desk analysts have same desktop configuration as the majority of INS users. This will be reviewed twice a year.
    - h) INS will inform Help Desk of new applications deployed to users in the field.

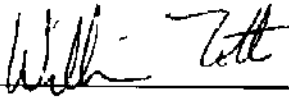
5. **Conclusion**

- a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.
- b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.
- c) The terms of this SLA are effective November 1, 1998.

Service level and procedures herein have been agreed to by parties represented by the undersigned.



Immigration & Naturalization Service Contracting Officer



Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Representative



Service Provider Representative Signature

(b)(6)



Service Provider Contracts Representative signature

**Attachments:**

**Attachment A – Average Daily Call Volume**

**Attachment A – Average Daily Call Volume of Calls Reported to the Help Desk**

<u>Period</u>	<u>Total Calls</u>	<u>Average Calls/Day</u>
January 1998	5840	188
February 1998	6235	223
March 1998	7193	232
April 1998	6958	232
May 1998	6004	194
June 1998	7270	242
July 1998	6771	227
August 1998	6535	211
Total Calls	52,807	
Total Average/Day		219

<b>AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT</b>		1. FACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. 000013	3. EFFECTIVE DATE 09/28/98	4. REQUISITION/PURCHASE REQ. NO. SID-8-00595	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299 TIN: 411571110		9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> (b)(6)		10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181	10B. DATED (SEE ITEM 13) 02/12/98
CODE	FACILITY CODE		

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

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

SEE BELOW

DECREASE \$740,000.00

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

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

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


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

**List of Changes for Line Item 15:**

Unit Price changed from \$789,771.00 to \$49,771.00  
 Total Obligated Amount changed from \$789,771.00 to \$49,771.00, resulting in a decrease of \$740,000.00

The decrease applies to account/appropriation:  
 15B1217/81SD.111C.14C.00 DECREASE OF \$ 11,292.00  
 15X8598/81SD.321S.14S.00 DECREASE OF \$ 175,370.00  
 (continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert H. Beaty
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	
15B. UNITED STATES OF AMERICA	15C. DATE SIGNED
BY 	02/12/98
(Signature of Contracting Officer)	

**CONTINUATION SHEET**

REF. NO. OF DOC. BEING CONT'D

COW-7-C-0013 COW-8-P-0181 000013

PAGE OF

2 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	15XB598/81SD.321S.91S.00 DECREASE OF \$ 553,338.00				
	This modification has changed the obligated amount from \$16,913,940.60 to \$16,173,940.60 resulting in a decrease of \$740,000.00				

2. AMENDMENT/MODIFICATION NO. <b>000011</b>	3. EFFECTIVE DATE <b>09/14/98</b>	4. REQUISITION/PURCHASE REQ. NO. <b>SID-8-00595</b>	5. PROJECT NO. (if applicable)
6. ISSUED BY <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>		7. ADMINISTERED BY (if other than Item 6) <b>Immigration &amp; Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536</b>	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) <b>WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299</b>	TIN: <b>411571110</b>	(X)	9A. AMENDMENT OF SOLICITATION NO.
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">(b)(6)</span>		X	9B. DATED (SEE ITEM 11)
CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. <b>COW-7-C-0013 COW-8-P-0181</b>
FACILITY CODE			10B. DATED (SEE ITEM 13) <b>02/12/98</b>

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

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing items 8 and 15, and returning \_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required) Net Change \$0.00

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

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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
**This modification has increased the obligated amount by \$1,389,771.00 from \$15,524,169.60 to \$16,913,940.60. The total obligated amount indicated on Modification 000010 to this contract was in error. The total amount obligated through modification 000010 was \$15,524,169.60.**

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Robert N. Beaty</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
	16C. DATE SIGNED <b>9/14/98</b>

NAME OF OFFEROR OR CONTRACTOR  
**WANG GOVERNMENT SERVICES, INC**

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
15	funding: 1581217/81SD.111C.14C.00 \$ 61,063.00 ↘ 15X8598/81SD.321S.14S.00 \$ 175,370.00 ↘ 15x8598/81sd.321s.91s.00 \$ 553,338.00 \$ <del>789,771.00</del> 789,771.00  Accounting: SEE BELOW	1	LO	\$789771.00	\$789771.00
16	D302 PR# SID-8-00597 ADP SUPPORT SERVICES  Accounting: 1581217/81DS.321U.19U.00  ----- The following information applies to all line items -----  FOB: Destination	1	LO	\$600000.00	\$600000.00

NSN 7540-01-152-8087

Working Copy

OPTIONAL FORM 336  
Sponsored by GSA  
FAR (48 CFR) 53.110



**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

2. AMENDMENT/MODIFICATION NO. <b>000010</b>		3. EFFECTIVE DATE <b>09/07/98</b>	4. REQUISITION/PURCHASE REQ. NO. <b>DBD-8-00319</b>	5. PROJECT NO. (if applicable)
6. ISSUED BY <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>		CODE <b>HQPRO</b>	7. ADMINISTERED BY (if other than item 6) <b>Immigration &amp; Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536</b>	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) <b>WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299</b>		TIN: <b>411571110</b>	9A. AMENDMENT OF SOLICITATION NO.  9B. DATED (SEE ITEM 11)  10A. MODIFICATION OF CONTRACT/ORDER NO. <b>COW-7-C-0013 COW-8-P-0181</b>
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">(b)(6)</span>		CODE	10B. DATED (SEE ITEM 13) <b>02/12/98</b>

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

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

Net Change      Increase  
**\$493,681.60**

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

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

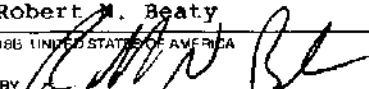
E. IMPORTANT: Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

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

**THIS MODIFICATION HAS INCREASED THE OBLIGATED AMOUNT OF THIS ORDER FROM \$15,030,488.00 TO \$16,913,940.60 FOR AN INCREASE OF \$ 493,681.60**

(continued)

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

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

NSN 7540-01-152-8070

PREVIOUS EDITION UNUSABLE

30-105

**STANDARD FORM 30 (REV.)**  
Prescribed by GSA, FAR (48 CFR) 53.243

NAME OF OFFEROR OR CONTRACTOR  
**WANG GOVERNMENT SERVICES, INC**

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
14	<b>ACCOUNTING AND APPROPRIATION DATA</b> 15X8598/81DS.321S.04S.00 \$180,379.44 15X8598/81DS.321S.13S.00 \$312,958.16 15X8598/81DS.321S.32S.00 \$ 344.00  <b>FOB: Destination</b>	1	LO	\$493681.60	\$493681.60

2. AMENDMENT/MODIFICATION NO. 000009  
 3. EFFECTIVE DATE 08/12/98  
 4. REQUISITION/PURCHASE REQ. NO. SID-8-00507  
 5. PROJECT NO. (if applicable)

6. ISSUED BY CODE HQPRO  
 Immigration & Naturalization Svc  
 Headquarters Procurement  
 425 I Street, N.W., Room 2208  
 Washington, D.C. 20536  
 7. ADMINISTERED BY (if other than item 6) CODE HQPRO  
 Immigration & Naturalization Svc  
 Headquarters Procurement Div.  
 425 I Street, N.W., ROOM 2208  
 Washington, D.C. 20536

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110  
 WANG GOVERNMENT SERVICES, INC  
 7900 WESTPARK DRIVE  
 SUITE 1105  
 MCLEAN, VA 22102-4299

9A. AMENDMENT OF SOLICITATION NO.  
 9B. DATED (SEE ITEM 11)  
 10A. MODIFICATION OF CONTRACT/ORDER NO.  
 COW-7-C-0013  
 COW-8-P-0181  
 10B. DATED (SEE ITEM 13)  
 02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  
 The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
 SEE BELOW Net Change \$5,215,323.00

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

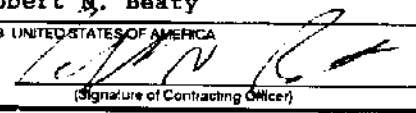
- (X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
- X B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
 This modification increases the obligated amount from \$9,815,165.00 to \$15,030,488.00 for an increase of \$5,215,323.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)  
 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
 Robert M. Beaty  
 15B. CONTRACTOR/OFFEROR  
 15C. DATE SIGNED  
 16B. UNITED STATES OF AMERICA  
 BY  (Signature of Contracting Officer)  
 16C. DATE SIGNED

CONTINUATION SHEET		REF. NO. OF DOC. B	IS CONT'D.	PAGE	OF	
		COW-7-C-0013	COW-8-P-0181	000009	2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
13	Fnding for Task 5 - Field Operations Support Accounting/Finance 1581217/81SD.111B.845.00 \$ 56,288.00 1581217/81SD.111U.14U.00 \$ 511,552.00 1581217/81SD.121B.845.00 \$ 828,710.00 1581217/81SD.131B.845.00 \$ 243,492.00 1581217/81SD.151B.845.00 \$ 393,378.00 15X8598/81SD.151K.14K.00 \$ 620,782.00 1581217/81SD.171B.845.00 \$ 16,384.00 1581217/81SD.221B.845.00 \$ 16,375.00 1581217/81SD.311B.845.00 \$ 14,296.00 1581217/81SD.321B.845.00 \$ 23,869.00 15X8598/81SD.321K.14K.00 \$ 1,613.00 15X8598/81SD.321S.14S.00 \$2,274,257.00 15X1219/81SD.361W.14W.00 \$ 10,485.00 1581217/81SD.381B.845.00 \$ 46,161.00 15X8598/81SD.381K.14K.00 \$ 23,130.00 1581217/81SD.531B.845.00 \$ 134,551.00 \$5,215,323.00  FOB: Destination	1	LO	\$5215323.00	\$5215323.00	

ASN 7540-01-152-81067

Working Copy

OPTIONAL FORM 346 (Rev. 6-66)  
 Sponsored by GSA  
 FAR (48 CFR) 53.110

<b>AMENDMENT OF SOLICITATION/...MODIFICATION OF CONTRACT</b>		1. VACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000008	3. EFFECTIVE DATE 08/01/98	4. REQUISITION/PURCHASE REG. NO. NFU-B-00036	5. PROJECT NO. (If applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299 TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
	10B. DATED (SEE ITEM 13) 02/12/98

Attn:  (b)(6)

CODE \_\_\_\_\_ FACILITY CODE \_\_\_\_\_

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

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Net Change

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

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

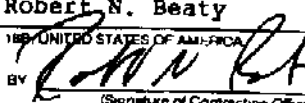
E. IMPORTANT: Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

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

**This modification increases the obligated amount of this order from \$9,700,100.00 to \$9,815,165.00 for an increase of \$115,065.00**

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15C. DATE SIGNED	15D. UNITED STATES OF AMERICA
	BY 
15E. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15F. DATE SIGNED
	8/1/98

CONTINUATION SHEET

REF. NO. OF DOC. BEING CONT'D.

COW-7-C-0003 COW-8-P-0181 000008

PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
10	Data entry into AMIS/FIM at NFU ✓  Accounting: 1581217.81NU.112U.U09.00	1	LO	\$45000.00	\$45000.00
11	PR# NFU-8-00063 ✓ Data Entry into AMIS/FIM at NFU  Accounting: 1581217/81NU.112U.U09.00	1	LO	\$15000.00	\$15000.00
12	D302 PR# SID-8-00504 ✓ ADP SUPPORT SERVICES  Accounting: 1581217/81SD.321B.879.00\$12,286.00 \ 15X8598/81SD.321S.848.00 \$42,779.00	1	LO	\$55065.00	\$55065.00
----- The following information applies to all line items -----					
FOB: Destination					

NSN 7540-01-152-8087

Working Copy

OPTIONAL FORM 338  
Sponsored by GSA  
FAR (48 CFR) 53.110

2. AMENDMENT/MODIFICATION NO. 000007	3. EFFECTIVE DATE 07/07/98	4. REQUISITION/PURCHASE REG. NO. ITC-8-00082	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		7. ADMINISTERED BY (if other than Item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299  Attn: <span style="border: 1px solid black; padding: 2px;">                    </span> (b)(6)	TIN: 411571110	(X)	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
			10B. DATED (SEE ITEM 13) 02/12/98

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

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

Net Change \$0.00

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

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

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

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

**This modification provides for continued support for the Intelligence Division.**

**This modification increases the obligated amount of this order from \$9,668,400.00 to \$9,700,100.00 for an increase of \$31,700.00**

(continued)

Except as provided herein, all terms and conditions of the document referenced in item 6A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
	15D. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
	15E. DATE SIGNED 7/1/98

Working Copy

<b>AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT</b>			TRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000006	3. EFFECTIVE DATE 07/06/98	4. REQUISITION/PURCHASE REQ. NO. SID-8-00410	5. PROJECT NO. (if applicable)	
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than Item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299 TIN: 411571110		9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)	
Attn: <span style="border: 1px solid black; padding: 2px;">                    </span> (b)(6)		X	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181	
CODE	FACILITY CODE		10B. DATED (SEE ITEM 13) 02/12/98	

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

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

Net Change \$1,000,000.00

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

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

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

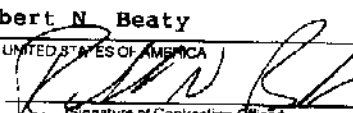
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification increases the obligated amount of this order from \$8,668,400.00 to \$9,668,400.00 for an increase of \$1,000,000.00

Accounting/Appropriation Data

1581217/81SD.111U.14U.00	\$500,000.00
15X8598/81SD.151K.14K.00	\$125,927.00
15X8598/81SD.321S.14S.00	\$369,447.00
15X8598/81SD.381K.14K.00	\$ 4,626.00

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
	16C. DATE SIGNED 7/6/98



AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT

CONTRACT ID CODE PAGE OF

2. AMENDMENT/MODIFICATION NO. 000005	3. EFFECTIVE DATE 05/15/98	4. REQUISITION/PURCHASE REQ NO. NFU-8-00047	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN: 411571110

WANG GOVERNMENT SERVICES, INC  
7900 WESTPARK DRIVE  
SUITE 1105  
MCLEAN, VA 22102-4299

9A. AMENDMENT OF SOLICITATION NO.
9B. DATED (SEE ITEM 11)
10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
10B. DATED (SEE ITEM 13) 02/12/98

Attn:  (b)(6)

CODE FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

Net Change \$45,000.00

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

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


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

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

This modification changes the obligated amount  
From: \$8,623,400.00  
To: \$8,668,400.00  
for an increase of \$45,000.00

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. CONTRACTOR/OFFICER	15C. DATE SIGNED	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Robert N. Beaty	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
	(Signature of person authorized to sign)			BY 	5/14/98
				(Signature of Contracting Officer)	

NSN 7540-01-152-5070  
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA, FAR (48 CFR) 83.243

CONTINUATION SHEET

REF. NO. OF DOC. (SIG. CONT'D.)

COW-7-C-0013 COW-8-P-0181 000005

PAGE 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
7	R70701 MGMT SUPT SVC - CONTRACT PROCURE/ACQ  FOB: Destination	1	LO	\$45000.00	\$45000.00

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 338 (4-66)  
Sponsored by GSA  
FAR (48 CFR) 53.110

**AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT**

TRACT ID CODE

PAGE 1 OF 2 PAGES

2. AMENDMENT/MODIFICATION NO. <b>000004</b>	3. EFFECTIVE DATE <b>05/15/98</b>	4. REQUISITION/PURCHASE REQ. NO. <b>SID-8-00346</b>	5. PROJECT NO. (If applicable)
6. ISSUED BY <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>	CODE <b>HQPRO</b>	7. ADMINISTERED BY (If other than item 6) <b>Immigration &amp; Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536</b>	CODE <b>HQPRO</b>

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) <b>WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299</b>	TIN: <b>411571110</b>	(X)	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>COW-7-C-0013 COW-8-P-0181</b>
			10B. DATED (SEE ITEM 13) <b>02/12/98</b>

Attn:

**(b)(6)**

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

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

**Net Change \$2,500,000.00**

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

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 13A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

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

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


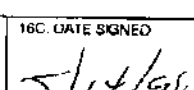
**This modification changes the obligated amount of this award**  
 From: \$6,123,400.00  
 To: \$8,623,400.00  
 For an increase of \$2,500,000.00

**Accounting and Appropriation Data**

1581217/81SD.111B.845.00	\$ 56,287.00
1581217/81SD.121B.845.00	\$ 828,709.00
1581217/81SD.131B.845.00	\$ 243,492.00

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	<b>Robert N. Beaty</b>
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	
15D. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY: 	
(Signature of Contracting Officer)	

CONTINUATION SHEET		REF. NO. OF DOC.	CONT'D.	PAGE	OF	
		COW-7-C-0013	COW-8-P-0181	000004	2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
	1581217/81SD.151B.845.00			\$ 393,378.00		
	1581217/81SD.171B.845.00			\$ 16,383.00		
	1581217/81SD.221B.845.00			\$ 16,376.00		
	1581217/81SD.311B.845.00			\$ 4,964.00		
	15X8598/81SD.321K.14K.00			\$ 334.00		
	15X8598.81SD.321S.14S.00			\$ 600,000.00		
	1581217/81SD.321X.14X.00			\$ 659,363.00		
	1581217/81SD.321B.845.00			\$ 46,162.00		
	1581217/81SD.531B.845.00			\$ 134,552.00		
6	To fund Task Order COW-8-P-0181 (task 5 FOB: Destination	1	LO	\$2500000.00	\$2500000.00	

NSN 7540-01-152-8087

Working Copy

OPTIONAL FORM 33d (7-86)  
Sponsored by GSA  
FAR (48 CFR) 53.112

Author: Roy T Scales at HQ-IRM-002

Date: 5/13/98 12:43 PM

Priority: Normal

TO: Robert N Beaty at HQ-PRO-001, Glenn W Hall at HQ-IRM-001,  
William A Totten at HQ-IRM-001

CC: Priscilla A Hunt at HQ-IRM-001, Alan Shelton at HQ-IRM-001, Usha Keene at HQ-IRM-001,  
Sheilita Williams at HQ-IRM-001, Jerry H Russell at HQ-IRM-001,  
Cynthia Aki at HQ-IRM-001

Subject: Funding Requisition No: SID-8-00346

BBeaty:

In reviewing the current funding status of Task Orders 1 (Prog Mgt), 2 (Help Desk), and 5 (FOS), recommend the \$3M shown on the subject requisition be placed as follows:

Against Delivery Order COW-8-P0061: \$500,000 (For Task Order 2).  
Against Delivery Order COW-8-P0181: \$2.5M (For Task Order 5)

This permits us to have sufficient funds available for expected invoices from Wang during the week of 11-15 May 98.

We also need to push for funding of the EUC Task Order and an additional \$3M for Task Order 5 in the very near future.

I will provide additional information to all task managers concerning the estimates to completion for their tasks.

Thanks:

ROY

## Memorandum

DATE: May 12, 1998  
TO: Robert Beaty  
FROM: Sheilita Williams  
RE: Task Order #5 (COW-7-C-0013)

The attached requisition SID-8-00346 in the amount of \$3,000,000 is for task order #5. This funding is for the continuous WANG support. Please take the necessary action to process this requisition.

If you have any questions, please contact me on 616-7669.

  
Sheilita Williams

98 MAY 13 AM 8:56

FEDERAL ACQUISITION  
SECTION  
CIVIL RIGHTS BRANCH

PO# 5/13/98

104654  
ADP  
5/12/98

REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT

1. NUMBER	SID-8-00346
2. DATE	04/15/98
3. ACTIVITY SYMBOL	SEE BELOW

SEE INSTRUCTIONS ON REVERSE

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STOREROOM):  
**LOGISTICS BRANCH**  
 425 I STREET, NW RM:2229  
 WASHINGTON, DC 20536

6. FROM: NAME AND ADDRESS-REQUISITIONER  
**C. ALAN SHELTON**  
 SYSTEMS INTEGRATION DIVISION  
 425 I STREET, NW POC RM:5640  
 WASHINGTON, DC 20536  
 POC: GLENN HALL 202-616-7685

*HOPED  
COW 5/13  
5-598*

STOCK NUMBER	DESCRIPTION OF ARTICLE (MAKE, MODEL, TYPE, SIZE, COLOR, MFG, ETC.)	QUANTITY	UNIT	COST		ACTION CODE
				UNIT PRICE	AMOUNT	
6	7	8	9	10	11	12
D30200	ADP SUPPORT SERVICES	1	SR	3000000 00	3000000 00	
Just: ****SEE ATTACHED DOCUMENTATION****						
Recommended Vendor: WANG GOVERNMENT SERVICES, 7900 WESTPARK DRIVE MCLEAN, VA 22102 (703) 827-6320 Contact: [REDACTED] (b)(6)						
Contract: COW-7-C-0013						
G104 NO: 1581217/81SD.111B.845.00 \$56,287.00						
G104 NO: 1581217/81SD.121B.845.00 \$28,709.00						
G104 NO: 1581217/81SD.131B.845.00 \$243,492.00						
G104 NO: 1581217/81SD.151B.845.00 \$393,378.00						
G104 NO: 1581217/81SD.171B.845.00 \$16,383.00						
G104 NO: 1581217/81SD.221B.845.00 \$16,376.00						

13. SIGNATURE OF REQUISITIONER: *Alan Shelton*  
 14. TITLE OF REQUISITIONER: ASSISTANT COMMISSIONER, SID  
 15. TOTAL: 3000000 00

16. KEY TO ACTION CODE: 1 5/17/98		17. DATE RECEIVED		19. PURCHASE ORDER	
5 SUBSTITUTED ITEM	2 CANCELLED-NOT STOCKED	18. APPROVED		DATE	NUMBER
8 BACK ORDERED	3 CANCELLED-NOT ABLE TO IDENTIFY				
0 PURCHASED FOR DIRECT SHIPMENT	0 OTHER-AS INDICATED				
1 CANCELLED-STOCK EXHAUSTED					

I CERTIFY THAT THE ABOVE ARTICLES-COLUMNS 3, 9 AND 12 - HAVE BEEN RECEIVED.

20. LOCATION	21. DATE	22. SIGNATURE	23. TITLE
--------------	----------	---------------	-----------

UNITED STATES DEPARTMENT OF JUSTICE  
IMMIGRATION AND NATURALIZATION SERVICE  
FORM G-514 (REV. 8-1-58)

CERTIFICATION/AUTHORIZATION FUNDS AVAILABILITY

G104 NO. SID-8-3 NAME (PRINT): ACSAARS  
SIGNATURE: [Signature] 5/12/98

G-514A

CUN 1 205 M

RECEIVED  
ACQUISITION NOT BR  
98 MAY 12 AM 11:14  
PROCUREMENT SECTION

**REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT**

SEE INSTRUCTIONS ON REVERSE

1. NUMBER  
**SID-8-00346**

2. DATE  
**04/15/98**

3. ACTIVITY SYMBOL  
**SEE BELOW**

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STOREROOM)

**LOGISTICS BRANCH  
425 I STREET, NW RM:2229  
WASHINGTON, DC 20536**

5. FROM: NAME AND ADDRESS-REQUISITIONER

**C. ALAN SHELTON  
SYSTEMS INTEGRATION DIVISION  
425 I STREET, NW POC RM:S640  
WASHINGTON, DC 20536  
POC: GLENN HALL 202-616-7685**

STOCK NUMBER	DESCRIPTION OF ARTICLE (MAKE, MODEL, TYPE, SIZE, COLOR, MFG., ETC.)	QUANTITY	UNIT	COST		ACTION CODE
				UNIT PRICE	AMOUNT	
8	7	6	5	10	11	12
	G104 NO: 1581217/81SD.311B.845.00			\$4,964.00		
	G104 NO: 15X8598/81SD.321K.14K.00			\$334.00		
	G104 NO: 15X8598/81SD.321S.14S.00			\$600,000.00		
	G104 NO: 1581217/81SD.321X.14X.00			\$659,369.00		
	G104 NO: 1581217/81SD.381B.845.00			\$46,162.00		
	G104 NO: 1581217/81SD.531B.845.00			\$134,552.00		

13. SIGNATURE OF REQUISITIONER

14. TITLE OF REQUISITIONER

ASSISTANT COMMISSIONER, SID

15.

TOTAL 3000000 00

16. KEY TO ACTION CODE

PROCUREMENT SECTION (OR STOREROOM)

S	SUBSTITUTE ITEM	2	CANCELLED-NOT STOCKED	17. DATE RECEIVED	19. PURCHASE ORDER	
B	BACK ORDERED	3	CANCELLED-NOT ABLE TO IDENTIFY		DATE	NUMBER
D	PURCHASED FOR DIRECT SHIPMENT	0	OTHER-AS INDICATED		18. APPROVED	
1	CANCELLED-STOCK EXHAUSTED					

I CERTIFY THAT THE ABOVE ARTICLES COLUMNS 3, 9 AND 12 - HAVE BEEN RECEIVED.

20. LOCATION	21. DATE	22. SIGNATURE	23. TITLE
--------------	----------	---------------	-----------

UNITED STATES DEPARTMENT OF JUSTICE  
IMMIGRATION AND NATURALIZATION SERVICE  
FORM 8-514 (REV. 8-1-88)



<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1. FACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000003	3. EFFECTIVE DATE 04/20/98	4. REQUISITION/PURCHASE REQ. NO. ITG-8-00062	5. PROJECT NO. (if applicable)	
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO	
6. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		TIN: 411571110	8A. AMENDMENT OF SOLICITATION NO.	
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> (b)(6)			9B. DATED (SEE ITEM 11)	
CODE		FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181	
			10B. DATED (SEE ITEM 13) 02/12/98	

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

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

Net Change \$0.00

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

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

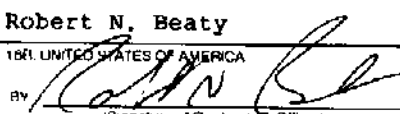
**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

\*4. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification has changed the obligated amount from \$6,091,700 to \$6,123,400.00 for an increase of \$31,700.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	
16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
By 	2/20/98
(Signature of Contracting Officer)	

NSN 7540 01 152 8070  
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 8-83)  
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET		REF. NO. OF DOC RE. <input checked="" type="checkbox"/> CONTD.			PAGE	OF
		COW-7-C-0013 COW-8-P-0181 000003			2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
5	D302 ADP SUPPORT SERVICES  FOB: Destination	1	LO	\$31700.00	\$31700.00	

NSN 7540 01-152-8067

Working Copy

OPTIONAL FORM 336 (4-88)  
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FAR (48 CFR) 53.116

2. AMENDMENT/MODIFICATION NO. 000002	3. EFFECTIVE DATE 03/06/98	4. REQUISITION/PURCHASE REQ. NO. DSD-8-00067	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
CODE	FACILITY CODE	9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181
		10B. DATED (SEE ITEM 13) 02/12/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing items 8 and 15, and returning \_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
 1581217/81DS.321B.860.00 Increase \$15000.00

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

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


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

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

This Modification Has Changed The Obligated Amount  
 From \$6,076,700.00 To \$6,091,700.00  
 For A Net Increase of \$15,000.00

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
	16C. DATE SIGNED 3/6/98

<b>CONTINUATION SHEET</b>		REF. NO. OF DDC. BE. ONT'D. COW-7-C-0013 COW-8-P-0181 000002			PAGE 2	OF 2
NAME OF OFFEROR OR CONTRACTOR <b>WANG GOVERNMENT SERVICES, INC</b>						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
4	D302 ADP SUPPORT SERVICES  FOB: Destination	1	LO	\$15000.00	\$15000.00	

NSN 7540-01-152-8067

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OPTIONAL FORM 338 (4-88)  
Sponsored by GSA  
FAR (48 CFR) 53.110

2. AMENDMENT/MODIFICATION NO. 000001	3. EFFECTIVE DATE 03/05/98	4. REQUISITION/PURCHASE REQ. NO. NPU-8-00010	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO. REL DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0181 10B. DATED (SEE ITEM 13) 02/12/98
CODE	FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
 See Block 14 Increase \$76700.00

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

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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UICF section headings, including solicitation/contract subject matter where feasible.)  
 This Modification Has Changed The Obligated Amount  
 From \$6,000,000.00 To \$6,076,700.00  
 For A Net Increase of \$76,700.00

This modification adds funding in the amount of \$45,000.00 for continued support of the National Firearms Unit and \$31,700 for support of the Intelligence Division.

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
17B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	18C. DATE SIGNED
	3/5/98

Working Copy

CONTINUATION SHEET		REF. NO. OF DOC. BE JNTD.		PAGE	OF
		COW-7-C-0013 COW-B-P-0181 000001		2	2
NAME OF OFFEROR OR CONTRACTOR					
WANG GOVERNMENT SERVICES, INC					
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D302 PR# ITG-8-00033 ADP SUPPORT SERVICES  Accounting: 1581217.81PG.171B.000.00	1	LO	\$31700.00	\$31700.00
3	R70701 MGMT SUPT SVC - CONTRACT PROCURE/ACQ  Accounting: 1581217/81NU.112U.U09.00	1	LO	\$45000.00	\$45000.00
----- The following information applies to all line items -----					
FOB: Destination					

NSN 7540-01-182-5087

Working Copy

OPTIONAL FORM 336 (4-85)  
Sponsored by GSA  
FAR (48 CFR) 53.110

**ORDER FOR SUPPLIES OR SERVICES**

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

1. DATE OF ORDER <b>02/12/98</b>		2. CONTRACT NO. (if any) <b>COW-7-C-0013</b>		8. SHIP TO:	
3. ORDER NO. <b>COW-8-P-0181</b>		4. REQUISITION/REFERENCE NO. <b>SID-8-00133</b>		a. NAME OF CONSIGNEE <b>U.S. IMMIG. &amp; NATZ. SERVICE</b>	
5. ISSUING OFFICE (Address correspondence to) <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>				b. STREET ADDRESS <b>RECEIVING UNIT, ROOM LL-264 425 I STREET NW</b>	
7. TO:				c. CITY <b>WASHINGTON D</b>	
a. NAME OF CONTRACTOR <b>WANG GOVERNMENT SERVICES, INC</b>				d. STATE <b>DC</b>	
b. COMPANY NAME <b>7900 WESTPARK DRIVE</b>				e. ZIP CODE <b>20536</b>	
c. STREET ADDRESS <b>SUITE 1105</b>				f. SHIP VIA	
d. STATE <b>VA</b>				8. TYPE OF ORDER	
e. ZIP CODE <b>22102-4299</b>				<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY	
8. ACCOUNTING AND APPROPRIATIONS DATA <b>SEE BELOW</b>				10. REQUISITIONING OFFICE <b>INS SYSTEMS INTEGRATION DIVISION</b>	

Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED
12. F.O.B. POINT <b>Destination</b>		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) <b>09/30/98</b>
13. PLACE OF		16. DISCOUNT TERMS <b>Net 30 Days</b>	
a. INSPECTION <b>Destination</b>	b. ACCEPTANCE <b>Destination</b>		

**17. SCHEDULE (See reverse for Rejections)**

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p><b>Tax ID Number: 411571110</b></p> <p>This Order is for Task Order 5 - Field Operations Support - of the subject contract.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>Total estimated price of this order is \$25,041,391.00</p> <p>Funding and Accounting Information</p> <p>1581217/816D.321B.845.00    \$3,000,000.00</p> <p>15x8598/818D.321S.14S.00    \$3,000,000.00</p>	1	LO	\$6000000.00	\$6000000.00	

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOT. (Cont. pages)
21. MAIL INVOICE TO:						
a. NAME <b>US IMMIGRATION &amp; NATZ. SERVICE FINANCE BRANCH</b>						\$0.00
b. STREET ADDRESS (or P.O. Box) <b>425 I STREET, N.W., ROOM 6034</b>						17. (i). GRAND TOTAL
c. City <b>WASHINGTON</b>		d. STATE <b>DC</b>	e. ZIP CODE <b>20536</b>			

22. UNITED STATES OF AMERICA BY (Signature)		23. NAME (Typed) <b>Robert N. Beaty</b>	
AUTHORIZED FOR LOCAL REPRODUCTION Previous edition not usable		TITLE: CONTRACTING/ORDERING OFFICER	

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## **Task Order and Service Level Agreement 5 -- Field Operations Support**

### **Part I. Task Order**

**Contract Number/Task Order Number: COW-7-C-0013/FOS98-005**

**Date of the Order: 10/16/97**

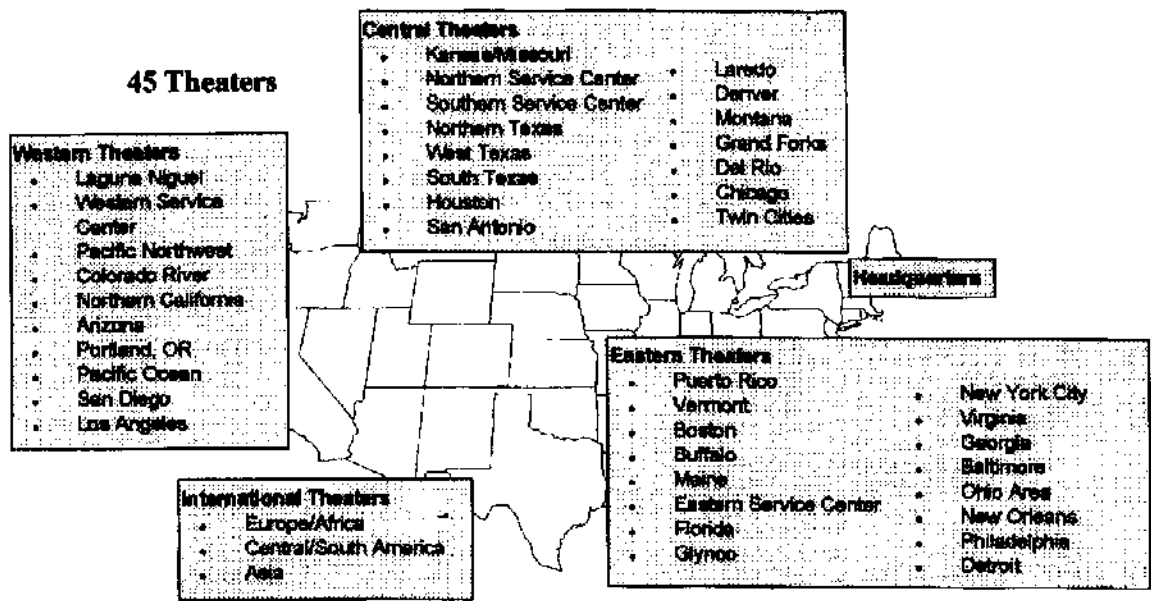
#### **1. Scope**

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

##### **1.1 Background**

FOS/HM services are managed through a system of geographical theaters implemented by the SID. Theater management will use matrix resources to quickly and effectively respond to INS needs and priorities. INS Theater managers will assess operational requirements within their Theaters and direct/redirect FOS/HM contract IT resources to meet user needs. Under this organization, each site will receive sufficient FOS/HM services to take care of its workload and needs, regardless of the site's size or geographical location.

The initial ratio of "Users to Support Personnel" for FOS/HM is planned to be 1:100 using 25,000 as the estimated total number of INS personnel to calculate the support ratio. By FY99, the support ratio is planned to be 1:44. Figure 1-1 shows the current 45 FOS/HM theaters. Attachment A, to Task Order 1, lists the sites within each theater. The actual configuration of these theaters may change in response to unforeseen events or in response to recommendations made by the contractor and accepted by the Government.



**Figure 1-1: FOS/HM Theaters (Current)**

## 1.2 Objectives

The purpose of this Task Order is to establish on site contractor support for the seamless integration of services and the administration of the FOS portion of FOS/HM. When a particular site needs assistance that exceeds the service the help desk can provide by telephone, the Theater Manager will deploy the appropriate number and skill mix of FOS/HM contractors deployed to that site. The INS FOS/HM Site Manager will coordinate support activities with the Theater Manager and will arrange for facility access.

Theater Managers are kept abreast of enterprise management issues through ongoing dialogues with SID Customer Service Representatives (CSRs) and SID functional managers. If a situation warrants, the Director, User Services Branch, can direct their assistance outside their designated theater or their participation in other enterprise management initiatives. This is a dynamic management approach that empowers field personnel to effectively manage their IT responsibilities.

## 2. References

Documentation for Work under this Task Order was obtained from Contract COW-7-C-0013 Section C.1.2 as well as Section J Attachment I.

## 3. Requirements

The contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract. The contractor shall provide a single senior member of its corporate staff as Project Manager (PM) to serve as the focal point for management of the services provided under this task.

The primary responsibility of the PM is to act as liaison between the contractor and the Government in the conduct of the field office support effort related to this contract. The PM shall be at a sufficient organizational technical and contractual level of authority within the contractor's organization to ensure full access to corporate personnel commitment of resources which may be necessary in the performance of this contract, and in the technical and contractual resolution of all issues which pertain to that performance.

The Government will separately order program management and administrative support for the contractor's overall management of the contract. The contractor shall provide the following, but not limited to, the Field Operations Support as defined in contract Section C.1.2.

### **Task 1 - Information Technology Support Services for INS Field Offices**

The contractor shall provide onsite operations support and technical support to INS Field Offices worldwide, as well as the centralized systems at INS Headquarters, to assist INS in providing a secure, effective, responsive environment for development, implementation, processing, and maintenance of information systems.

The contractor will ensure continual coordination between the staffs working on all task orders – for example, although there are separate task orders for Help Desk, for Second Tier End User Support and Assistance, and for Network Control Center (NCC) management, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Board of Directors, as described in the FOS/HM Board Charter, which is available to the contractor.

INS Field Office support shall be deployed to the geographic theaters allowing for approximately a 1:100 ratio of support personnel to INS effective users for the base year only and 1:44 thereafter. These ratios are provided for information only. The Government may at its option, increase or decrease these ratios, at selected sites, by increasing or decreasing contract staffing levels throughout the period of performance to ensure adequate levels of user support. Support theaters allow for more responsive service calls and effective follow-up. The contractor shall support implementation of support theaters and recommend how best to achieve its goals. The contractor may be tasked to deploy personnel to these or any new INS sites. The Government will give the contractor 90 days notice of where contractor support will be required.

**Subtask 1-1 - Systems Management Support. (Contract Section C.4.1)** The contractor shall provide an enterprise-level, centralized, integrated approach to system management that maintains the operations, availability, and performance of hardware, software, and communications components of the INS WANs and LANs. The contract shall perform the following: network administration, system fault management, system performance management, system configuration management, and network security management. The contractor shall recommend other tools to optimize network performance and to provide the necessary look-down capability and traffic analysis capability to support system performance and availability requirements.

**Subtask 1-2 - Site Relocation, Installations, and Integration (Contract Section C.4.6)** The contractor shall assist the INS in preparing and installing new sites, relocating sites, de-installing sites, and integrating systems at field sites, as required by the Government. Support may include site surveys, site preparation, and equipment and software installation, de-installation, integration services, and inventory updating.

**Subtask 1-3 - Documentation (Contract Section C.4.11)** The contractor shall be responsible for providing, developing, maintaining, updating, storing, and distributing the following documentation:

- Existing procedures manuals and related documentation concerning functions performed and services provided under this contract
- New procedures manuals and related documentation, as directed by the Government, to provide comprehensive documentation for functions/services provided under this contract. The contractor shall identify and recommend for Government approval topics that require documentation
- Current editions of all documentation pertaining to COTS software applications and hardware in use within INS
- Bulletins, newsletters, and other written documentation to inform users about Help Desk operations and other matters pertaining to ADP operations and related support
- SDLC documentation updates for custom software

**Subtask 1-4 - Technical Support (Contract Section C.4.12)** The contractor shall provide technical assistance to support operating systems, DBMSs, and commercial software applications, including the following:

- Interact and perform liaison with both INS and contractor system program managers in support of operational INS application systems and developmental INS application systems.
- Enhance, update, and maintain system documentation, to include reproduction and distribution to INS users.
- Receive, validate, store, and retrieve processing data.
- Monitor and tune the INS' DBMS and operating systems, assist in the software

development process, and provide state-of-the-art solutions to user requirements.

- Participate with INS system program managers in special studies, reviews, and assessments of system characteristics and future requirements for enhancement/revision.
- Install, maintain, support, and update operating system software, DBMS system products, and commercial software products.
- Perform on-site support to users following new installations, upgrades, or modifications of their hardware or software systems, until users are fully operational under the new or modified systems.
- Provide imaging support.
- Develop and participate in the development of new or enhanced support services.
- Improve the ADP interface between INS and other Federal agencies, e.g., reporting problems with shared information systems managed by INS or another agency.
- Provide audit analysis support for file record storage efficiencies, accuracy, and reconciliation with automated records to include management analyst and junior analyst support.
- Perform platform-to-platform or application-to-application data conversion.

#### **4. Work Schedule, Period of Performance, Required Completion Date**

The Government requires performance to begin upon issuance of this Task Order.

#### **5. Place of Delivery or Performance**

Work under this Task Order shall be performed at INS Headquarters' offices, the INS Theaters, and the various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), and Sector Offices. INS foreign and domestic locations are depicted in contract Section J, Attachment I.

#### **6. Deliverables**

The contractor shall submit the following reports:

- The Weekly Activity Report (WAR) on all field office technical support activities
- A Monthly Summary of the WARs.

**7. Security Requirements**

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

**8. Other Direct Costs**

The use of other direct costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Task/Program Manager, and can be authorized only by the Contracting Officer's Technical Representative (COTR).

**Part II. Service Level Agreement**

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS98-005

2. **Introduction and Summary of Work Covered by SLA**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the field office support and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

3. **Organizations Involved**

- (1) Service Provider: Contractor Name
  - a) POC Names
  - b) Location
  - c) Telephone numbers/Fax numbers
- (2) End User Organization Points of Contact:
  - a) POC Names: Glenn Hall, FOS,
  - b) Phone Numbers: (202) 616-7685

4. **Responsibilities of Service Provider (Contractor)**

4.1 *The service provider agrees it will:*

#### 4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

(b)(4)

Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
Employee Staffing	Maximum staffing of qualified employees	Minimum average staffing rate of <input type="text"/> maintained at all times per individual task order and service level agreement	Quarterly	Invoices, Government review of reports, records, and inspection	+/- .05% total value of individual task order for each +/- 5% variance	Performance = Actual employee staffing measured at the individual task order level. Example: Actual staffing rate = 90%, task order value = \$100,000, .05% * \$100,000 = \$5,000 performance credit added to final invoice for task

#### 5. Responsibilities of the End-User Organization

##### 5.1 The end-user organization agrees it will:

1. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, supplies, etc.
2. Provide timely review of products; clear technical direction; and timely formal acceptance of implementation milestones.

#### 6. Signatures of the Government and the Contractor's Authorized Representative

- a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.



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**Immigration & Naturalization Service Contracting Officer**

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**Immigration & Naturalization Service COTR**

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**Immigration & Naturalization Service End User Representative**

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**Service Provider Representative Signature**

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**Service Provider Contract Representative Signature**

**Attachments A: WANG GOVERNMENT SERVICE RESPONSE**

**Attachment A**

**WANG GOVERNMENT SERVICES RESPONSE**

**Task Order and Service Level Agreement 5 -- Field Operations Support**

**Contract Number/Task Order Number: COW-7-C-0013/FOS98-005**

**Date of Order: 12/17/97**

**PART I. TASK ORDER**

**3. Requirements**

**Task 1 - Information Technology Support Services for INS Field Offices**

Wang Government Services Inc. (WGS) will meet the requirements for field office support. The Field Operations Support (FOS) Project Manager which is part of Task Order 1: Program Management is the focal point for all FOS activities. The FOS Project Manager is tasked with providing seamless support between support supplied under separate task orders and this task. Support for foreign offices will be limited to travel from INS offices located within the borders of the United States.

**Theater Concept:** Wang Government Services, Inc. (WGS) understands that the Immigration and Naturalization Service (INS) is planning to implement the Field Operations Support (FOS) services using a Theater Management concept. WGS understands this concept was developed using geographic areas to develop the actual theaters. Within these theaters it is WGS's understanding that the INS has an initial operating ratio of 1 support person for every 100 users.

**Operational Areas:** WGS plans to implement the FOS program using operational areas. These operational areas will encompass multiple theaters while maintaining to the greatest extent possible the integrity of the existing INS organizational structure. The FOS operational areas are shown in Figure 1. Based on interviewing the Systems Integration Division management, the incumbent workforce, and INS field management, WGS shares the belief held by INS management that the ratio of support staff to user population should be higher. There are several factors that bring WGS to this conclusion: A contractor support workforce, particularly at the Service Centers, that requires support and are not included in the user side of the ratio; growing workforce, which requires more support and training than a stable workforce; and the INS's initiative on the deployment of basic office automation and INS developed applications.

## INS-FOS OPS AREAS

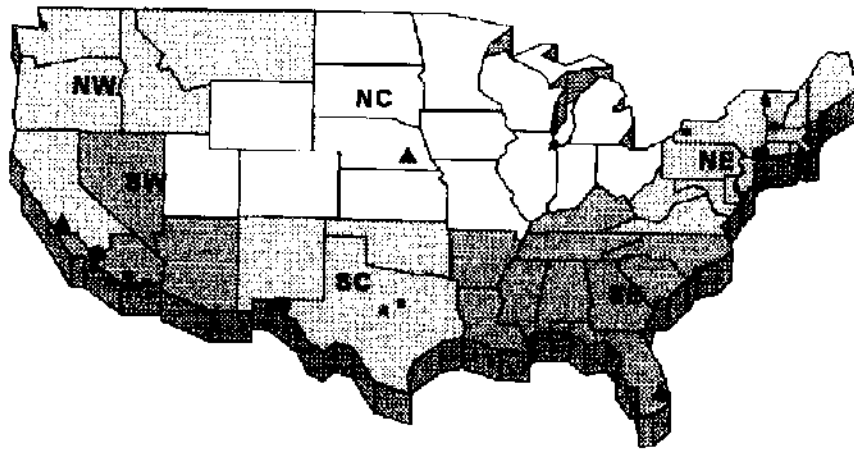


Figure 1

**Service Requirements:** There are three basic types of service that are required under this task order. The first type is for the day to day operational support of the INS field offices, this will include LAN management, or any other type of support requested that will be handled on a regular basis. The second type of support is the handling of trouble calls for the field users. These calls could be generated by the INS Help Desk or the users calling the support staff directly without the benefit of the INS Help Desk initiating a trouble call. This support encompasses a wide range of services from printing problems, hardware maintenance, software or supporting INS specific applications. The third type of service required by the field can best be described as project support. Projects can be classified as support that requires planning, exceeds the available resources in an acceptable time frame, or is of long duration and requires dedicated support. An example of this could be a site relocation, software upgrades, or support for an organization like the WIN/AFIS project in San Diego that has dedicated staff.

**Organizational Structure:** WGSi is proposing an organizational structure that takes into account both the various types of service required under this task order and the theater management concept. At the top of the FOS task order organization is the project manager. The project manager has overall responsibility for the FOS operations, and is the liaison between the WGSi and the INS program manager in the operations of this task.

Below the project manager are three regional managers, who have responsibility for the FOS activities in their respective regions. WGSi intends to place these regional managers

in; Laguna Niguel, CA at the Western Regional Office, El Paso, TX at the District Office for the Central Region, and New York, NY also at the District Office for the Eastern Region. While only the western region's manager is located at the regional office, WGSJ believes the placement of the central and eastern regional managers at the El Paso and New York District Offices, respectively, places the responsibility at critical sites within these regions. These regional managers are being proposed as Technical Managers (Operations).

Each region is subsequently divided into two operational areas which will have a manager responsible for activities in those operational areas. The regional manager will act as the operational manager for one portion of the region. The other sites with operational managers are the Nebraska Service Center, the Miami District Office, and the Los Angeles District Office. Operational managers will work with the INS theater managers to stay apprised of support requirements within the theaters to maintain adequate support for the theater, or to request additional resources as needed. The operational managers are also tasked to work with the theater managers and the individual sites to develop a rotation of support staff within a theater to regularly visit all sites within the theater to ensure support is supplied to those sites without dedicated staff. The operational managers are also being proposed as Technical Managers (Operations).

Within each operational area, WGSJ is proposing a technical manager (operations) for specific sites that are of sufficient size or complexity to require dedicated management support. These sites include the San Diego Border Patrol Sector and the WIN/AFIS project; the Chicago District Office and the Texas Service Center; and Vermont Service Center and INS Headquarters in Washington, DC. These technical managers (operations) will have responsibility for managing queues of trouble tickets, ensuring that support requests are documented and tracked, and that the required reports are completed. These technical managers (operations) will work with other technical managers (operations) managers to provide the required support throughout the theaters.

Smaller sites will have individuals designated as site leaders. Site leaders will report to the operational managers to maintain the required support for the staffed sites and the remote locations. Site leaders and the base workforce are tasked with the responsibility of providing the requested support to the INS field sites. Each site is required to provide a weekly report on activities that occurred during the week. This report of all activities will be forwarded to the INS site manager and the WGSJ operational manager for inclusion into the operational area report. Operational area reports will be part of the regional report and those reports will be part of the weekly report to the INS Headquarters program management.

**Travel Requirements:** This management organization will necessitate extensive travel at the theater level for service requirements and at the operational and regional area levels to ensure that the support required is being supplied. Travel required by the Program Manager, Project Manager and the Quality Assurance Manager are part of Task Order 1: Program Management.

**Incumbent Staffing:** It is WGSi's approach to hire the incumbent staff at their current salary, job category, and duty location to the greatest extent possible within the CLIN and organizational structure of the FOS/HM contract. WGSi is also attempting to maintain and expand the pipeline of applicants that existed under previous contractor. The advantage of this approach is that it allows INS to maintain the incumbent workforce, and the applicants currently in the security pipeline. The disadvantage to this approach is that it requires the existing staff to receive a waiver of qualifications to perform their duties under the FOS/HM contract, if they do not meet the requirements of the new contract.

WGSi recognizes the INS objective of upgrading the skills of the field contract workforce. In addition, WGSi also recognizes the necessity to evolve field expertise as the field architecture evolves. Training is a critical component of all employees, including management. WGSi will work closely with INS program management to plan and execute a comprehensive training program.

**Waiver of Qualification:** WGSi will provide to the INS by 19 December 1997 a listing of incumbent staff retained by WGSi that require waivers of qualifications, and within 15 days of a pipeline employee's start date if they require a waiver of qualifications. WGSi will provide the request for waivers on incumbent staff on 19 December as we will know by that date which personnel accepted our offer of employment. By 31 January 1998 WGSi will provide an Individual Development Plan (IDP) for each incumbent employee that required a waiver (see attached form). This IDP will be included as part of the employee's Performance Management Plan (PMP). An employee PMP is part of WGSi's policy to continually improve the qualifications and skills of its employees. To ensure that the employees are making progress on their IDP and PMP, it will be part of each manager's PMP to ensure that employees of that manager are making measurable progress. There will be a semi-annual review of the IDPs with reports back to the INS program management office on progress to date. It is WGSi's assumption that waivers of qualifications are limited to one year in duration, and can be renewed on the basis of significant progress towards gaining the required certifications of the position, and maintaining acceptable performance on the job. For positions requiring a degree or experience that can not be completed within the first year, WGSi assumes that a continuing waiver of qualifications will be granted as long as job performance is maintained at an acceptable level.

In accordance with Contract COW-7-C-0013, the following personnel are required to have technical certifications:

- C.6.1.4        Telecommunications Specialist/ LAN Manager
- C.6.1.12      LAN Integrator/LAN Technician
- C.6.1.14      Computer Systems Technician
- C.6.1.30      Certified Network Engineer (CNE).

Jobs C.6.1.4 and C.6.1.30 require the individuals performing the jobs to be certified

network technicians. The telecommunications specialist/LAN manager shall possess both the Certified Network Administrator (CNA) and the Certified Network Engineer (CNE) certificates. The CNE must possess the Certified Network Engineer (CNE) certificate. The other two jobs require individual to possess certifications of technical training in their fields. The LAN Integrator/Technician is required to have a manufacturer's certification.

There are approximately 45 individuals listed in these job categories who do not meet the certification qualifications. These individuals can obtain these certifications with 6-12 months. The attached documentation provides the structure to facilitate the certification process. Specific resource information is provided to realize the individual action plans.

**Staffing and Recruiting:** The WGSF FOS project manager will work with the INS program management staff to define the additional support required to reach and maintain correct staffing levels and when possible, staff potential growth positions for technical manager (operations) at facilities located in Seattle, Laguna Niguel, CA, Dallas Southern Regional Office, Twin Cities, Burlington ERO, and the Buffalo District Office. Once staffing levels and locations have been defined, WGSF will recruit using the following procedure:

- WGSF program management notifies the recruiters of openings on the program which will include contract requirements and position specific needs. Based on this information, the recruiters begin to source candidates.
- Upon receipt of resumes, the recruiter screens candidates and forwards acceptable candidates to the appropriate manager for review and interview.
- The manager interview and selects candidate. If necessary the INS site representative can interview, but at a minimum will see the applicant resume for approval.
- Once a preferred candidate is selected, a copy of the resume will be forwarded to the INS COTR to ensure that the applicant meets the specific requirements for the position. If after an exhaustive search no candidates can be found that match the qualifications a waiver of qualifications will be requested for the best possible candidate.
- Upon INS approval, the manager works with the Recruiter to develop an offer letter which includes any specific terms, conditions, salary, and title. The Recruiter drafts the offer letter and sends it to HR Generalist.
- The HR Generalist reviews the offer letter and ensures that the following are consistent: DOI. Wage Determinations for geographic area, grade and job code assignment; and salary relationship with peer group.
- The HR Generalist informs Recruiter if offer letter needs changes or if the offer is approved.
- Once any changes are made or approval is received, the recruiter sends the preferred candidate the appropriate employment paperwork (pre-made HR package, and security paperwork for INS). In addition to the offer letter and employment paperwork, a self-addressed Federal Express envelope is enclosed and addressed to the HR Generalist.

- The candidate receives the package and accepts the offer. All paperwork is returned to HR.
- HR notifies the recruiter and benefits via e-mail that the paperwork has been received and offer accepted. The HR department provides the program office with a copy of the application; offer letter; resume; and emergency contact form.
- The HR Generalist forwards the Security paperwork to the WGSJ Security Group for vouchering.
- Once the vouchering process is cleared the security paperwork is sent to the FOS/HM COTR for funding of the security clearance.
- Once the WGSJ security representative is notified by the INS security office that a waiver to work has been granted, they will notify the recruiter, a pre-determined member of program management personnel, and HR via e-mail.
- The recruiter works with the manager and the candidate and the INS field office to determine a start date. This is communicated to the HR Generalist via e-mail.
- HR processes the employee profile (EP) and initiates the payroll process upon the individual's start date.
- HR notifies the pre-determined member of program management staff and the recruiter as to the individual's employee number and first payday.

**Contingency Planning:** WGSJ will refine its existing Contingency Plan and submit it to INS for review and approval on January 5, 1998.

**Employee Retention:** WGSJ realizes that retaining outstanding performers is as important as finding good candidates to both the INS and WGSJ. We believe that retention of staff is based on tangible and intangible benefits. WGSJ personnel policies are designed to contribute to the retention of employees, a few of these incentives are: a spot bonus program, raises based on performance, and training for staff.

**Quality Assurance:** WGSJ intends to form a Quality Management Team to identify and recommend measures to the Program Manager which correct problems or deficiencies identified in support of the INS/FOS HM contract and, to institute changes designed to meet or exceed both the customer's and WGSJ's service level expectations. The team will meet regularly and focuses on deficiencies, recommendations, and suggested improvements obtained from customer surveys, field technical managers, support personnel, and others. This information is applied to procedures, standards, policies, and management actions in a bottom-to-top manner for all aspects of contract execution. The QC team is composed of the Program Manager, Project and Technical Managers, and others who are involved in the day-to-day delivery of services to the INS under this contract. INS personnel are encouraged to attend. The Program Manager, or designee, ensures that the team identifies the problems in a non-threatening manner and reduces them to clear issues for resolution.

**Subtask 1-1 - Systems Management Support. (Contract Section C.4.1)** WGSJ will provide systems management support under this task order. This support will be

performed in conjunction with the NCC operations and the INS LAN management group to provide seamless and integrated support for the INS.

**Subtask 1-2 - Site Relocation, Installations, and Integration (Contract Section C.4.6)** WGSi will meet the requirements for this subtask. As previously stated work performed under this subtask can best be described as either project support, or a trouble call depending on the scope of the relocation, installation, or integration. For small efforts of this type, regardless of how the service is requested, a Help Desk trouble ticket will be generated to provide a method of tracking the support and the completion dates. This will provide the INS with a measuring tool for support requirements in the field. While small projects do not require extensive planning, every effort will be taken to insure that the operating environment is not adversely affected by changes, and that the required tracking of things such as inventory changes are followed up on. A site relocation, installation and integration that is of a sufficiently large nature will be considered a project. Projects will be tracked separately by the site leader, and operational manager. WGSi does not need to be the primary responsible organization for it to be tracked as a project. On-going projects will be reported on a weekly and monthly basis as part of the standard reports. WGSi is aware that the role of a support organization is to maintain and enhance the abilities of the users to perform their day to day jobs. To this end WGSi will plan for site relocation, installation and integration projects to first maintain user operability, next to meet any required time frames and third to minimize the need for any overtime.

**Subtask 1-3 - Documentation (Contract Section C.4.11)** WGSi will meet the governments stated requirements for documentation. WGSi will review the existing documentation for functions performed under this task order and will provide to the INS by 28 February 1998 recommendations for updates and additional documentation with a plan for updating this information including timeframes. This will include any SDLC documentation for custom software that is specifically requested by the INS. WGSi realizes that site specific documentation could exist and will need to be updated, but will recommend to the INS that a more standardized approach to documentation be pursued where possible. Any requests for the development of new documentation at either the site, regional, or headquarters level will be evaluated as a project and a level of effort needed to perform the project will be presented to INS management before development of new documentation will be undertaken.

Site leads will keep copies of all procedural, COTS and SDLC documentation that is provided or produced under this task order. Upon request by the INS personnel, this documentation can be reproduced and distributed to the users. Site leads will also be responsible for receiving from the SID CSRs, site management, and FOS/HM management any bulletins, newsletters and other documentation to inform users about ADP operations and related support. Distribution of these materials will only occur after site management has granted approval.

**Subtask 1-4 - Technical Support (Contract Section C.4.12)** WGSi will meet the requirements of this subtask. The support areas described in this section span all three



types of services required under this task. Day to day operational support activities will be coordinated with site management and theater managers. Trouble calls will be tracked using the Remedy system at the INS Help Desk. Project type support will be handled as previously explained. It is WGSi's intent to staff theaters with a mix of labor categories that will be able to support a majority of the requirements of a theater. If specific needs are not met by theater resources, a request will be made to the operational area manager to provide support. If the necessary support can not be found within the operational area, it will be brought to the attention of the regional manager. If the support still does not exist, it will be brought to the FOS project manager to find the resource either within the whole task or contract. Using the existing staff as a baseline for support, WGSi will work with the INS program manager and the individual regions and theaters to develop the appropriate staffing mix for the FOS task. This will be an on-going process, as the needs and the requirements for support change, the staffing mix will have to be reviewed. Training of the existing staff to meet the changing requirements will be WGSi's first choice to meet the new requirements, but WGSi will work with the INS to have the appropriate workforce in place.

**PROPOSED STAFFING:** An estimated staffing for this task order is listed in the cost proposal. It is the intent of WGSi to work with the INS to define the specific staffing requirements for the field office support.

**4. Work Schedule, Period of Performance, Required Completion Date**

The period of performance for this task order is 1 November 1997 through 30 September 1998.

**5. Place of Delivery or Performance**

WGSi expects the work to be performed at INS locations.

**6. Deliverables**

WGSi agrees to provide the INS with the deliverables listed in this task order. In addition to the stated

**7. Security Requirements**

WGSi will meet the governments stated security requirements.

**8. Other Direct Costs**

The use of other direct costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Task/Program Manager, and can be authorized only by the Contracting Officer's Technical Representative (COTR).

## **PART II. SERVICE LEVEL AGREEMENT**

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS98-005

2. **Introduction and Summary of Work Covered by SLA**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following task order acceptance. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the field office support, and based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect the first day of the second calendar month following acceptance of this Task Order revision, or at a mutually agreeable date. (March 1, 1998)

3. **Organizations Involved**

(1) Service Provider: Contractor Name

- a) [REDACTED] Project Manager FOS
- b) 7900 Westpark Drive, Suite LLG21
- c) McLean, VA 22102
- d) (703) 827-3096

(b)(6)

(2) End User Organization Points of Contact:

- a) POC Names: Glenn Hall, FOS,
- b) Phone Numbers: (202) 616-7685

4. **Responsibilities of Service Provider (Contractor)**

4.1 *The service provider agrees it will:*

4.2 *Performance Incentives*

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

1. WGSJ requests that activation of performance measurements not begin until 90 days after the official acceptance of this Task Order. WGSJ proposes to use this 90 day period as follows: 30 days to conduct analysis, 30 days to document and submit results to the INS for review, and 30 days to negotiate and obtain the INS' concurrence.

Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations

**5. Responsibilities of the End-User Organization**

**5.1 The end-user organization agrees it will:**

1. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, supplies, etc.
2. Provide timely review of products; clear technical direction; and timely formal acceptance of implementation milestones.
3. Work with the contractor to develop site specific staffing and support requirements.
4. Provide Government vehicles as available for transportation of personnel and Government Furnished Equipment.

**6. Signatures of the Government and the Contractor's Authorized Representative**

- a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government and the Contractor may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.

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Immigration & Naturalization Service Contracting Officer

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Immigration & Naturalization Service COTR

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Immigration & Naturalization Service End User Representative

[Redacted Signature Box]

Service Provider Representative Signature

(b)(6)

[Redacted Signature Box]

Service Provider Representative Signature

**Attachment 1:**

Task Order Costing Data Spreadsheet (17 Pages)

INS FOB  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

(b)(4)

ERIE	Location/Position	ST CLM	Start Date	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL	Grand Total	OT CLM
	ADDITIONAL	Dollar	TX			Dollars	Dollars		Dollars	Dollars	CLM
E	Certified Network Engineer	3029	12/15/97								
E	Certified Network Engineer	3029	1/31/98								
E	Systems Network Administrator	3004	12/15/97								
E	Technical Manager	3002	12/15/97								
E	Senior Systems Analyst	3007	1/31/98								
E	Senior Systems Analyst	3007	3/1/98								
<b>TX SERVICE CENTER</b>											
E	Certified Network Engineer	3029	12/15/97								
E	Certified Network Engineer	3029	1/31/98								
E	Technical Manager (Operations)	3002	1/31/98								
E	Certified Network Engineer	3029	12/15/97								
E	Systems Network Administrator	3004	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
E	Senior Systems Analyst	3007	12/15/97								
E	Senior Systems Analyst	3007	1/31/98								
E	Telecommunications Specialist	3003	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
N/E	Computer Systems Technician	3001	12/15/97								
<b>DALLAS DO</b>											
E	Certified Network Engineer	3029	3/1/98								
E	Certified Network Engineer-LBA	3029	3/1/98								
E	Systems Network Administrator	3004	12/15/97								
<b>EL PASO DO</b>											
E	Technical Manager (Operations)	3002	3/1/98								
E	Senior Systems Analyst	3007	12/15/97								
E	Certified Network Engineer	3029	1/31/98								
E	Certified Network Engineer	3029	1/31/98								
E	Certified Network Engineer	3029	1/31/98								
E	Systems Network Administrator	3004	1/31/98								
E	Telecommunications Specialist	3003	3/1/98								
N/E	Computer Systems Technician	3001	3/1/98								
N/E	Computer Systems Technician	3002	3/1/98								

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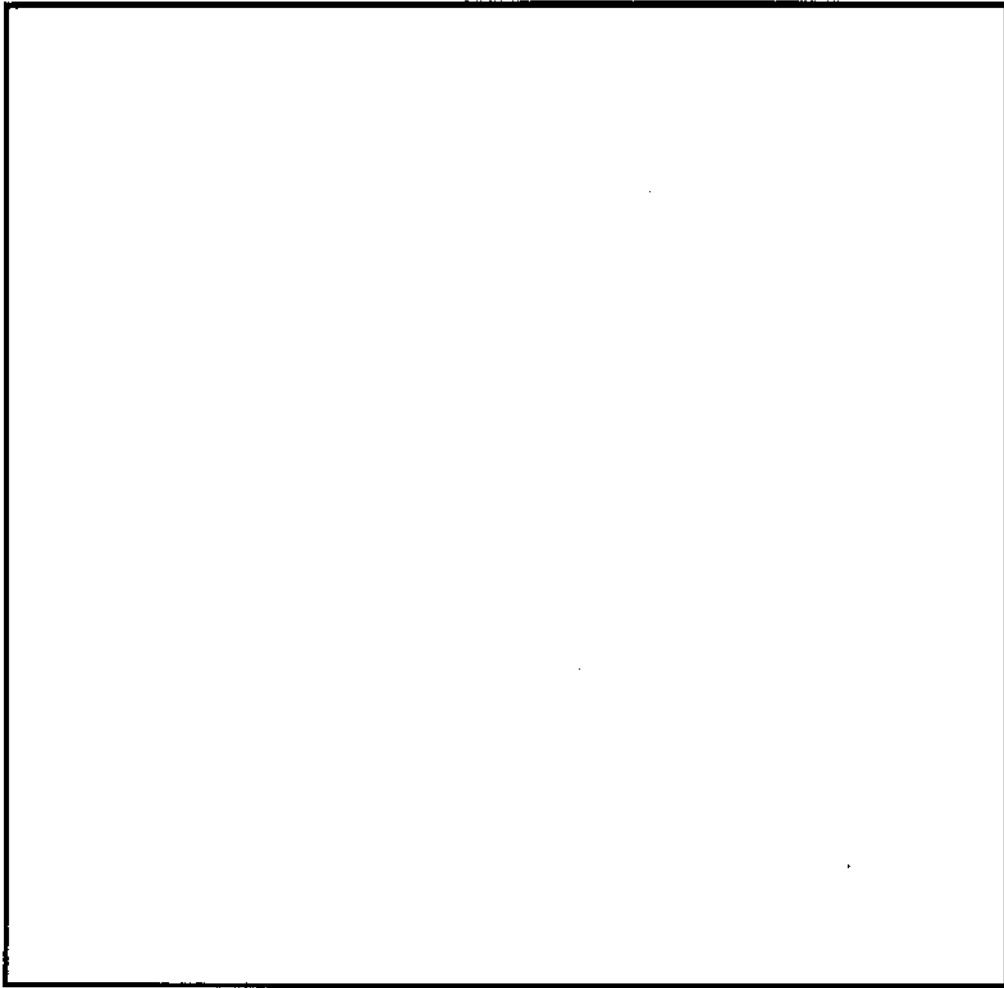
INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

EINE	Location/Position	ST	CLIN	Start Date	End	Rate	Hours	OT	OT	OT	OT	OT
					CLIN	Labor Dollars		HOURS	RATE	Dollars	Dollars	CLIN

McAllen		TX	
E	Telecommunications Specialist	3003	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Certified Network Engineer	3029	3/1/98
E	Certified Network Engineer	3029	1/31/98
E	Certified Network Engineer	3029	1/31/98
E	Systems Network Administrator	3004	3/1/98
E	Telecommunications Specialist	3003	1/31/98
E	Telecommunications Specialist	3003	3/1/98
N/E	Computer Systems Technician	3033	3/1/98

El Paso		TX	
E	Certified Network Engineer	3029	12/15/97
E	Certified Network Engineer	3029	3/1/98
E	Certified Network Engineer	3029	3/1/98
E	Systems Network Administrator	3004	12/15/97
E	Telecommunications Specialist	3003	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Telecommunications Specialist	3003	12/15/97
E	Certified Network Engineer	3029	3/1/98
E	Certified Network Engineer	3029	3/1/98
E	Systems Network Administrator	3004	1/31/98
E	Systems Network Administrator	3004	1/31/98
N/E	Computer Systems Technician	3032	1/31/98
N/E	Computer Systems Technician	3032	3/1/98
N/E	Computer Systems Technician	3032	3/1/98
N/E	Computer Systems Technician	3032	3/1/98
E	Telecommunications Specialist	3003	3/1/98
E	Telecommunications Specialist	3003	1/31/98
N/E	Computer Systems Technician	3032	1/31/98
N/E	Computer Systems Technician	3032	1/31/98
N/E	Computer Systems Technician	3032	1/31/98
N/E	Computer Systems Technician	3032	3/1/98

Laredo		TX	
E	Certified Network Engineer	3029	12/15/97
E	Certified Network Engineer	3029	3/1/98
N/E	Systems Network Administrator	3004	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Telecommunications Specialist	3003	3/1/98
E	Telecommunications Specialist	3003	1/31/98

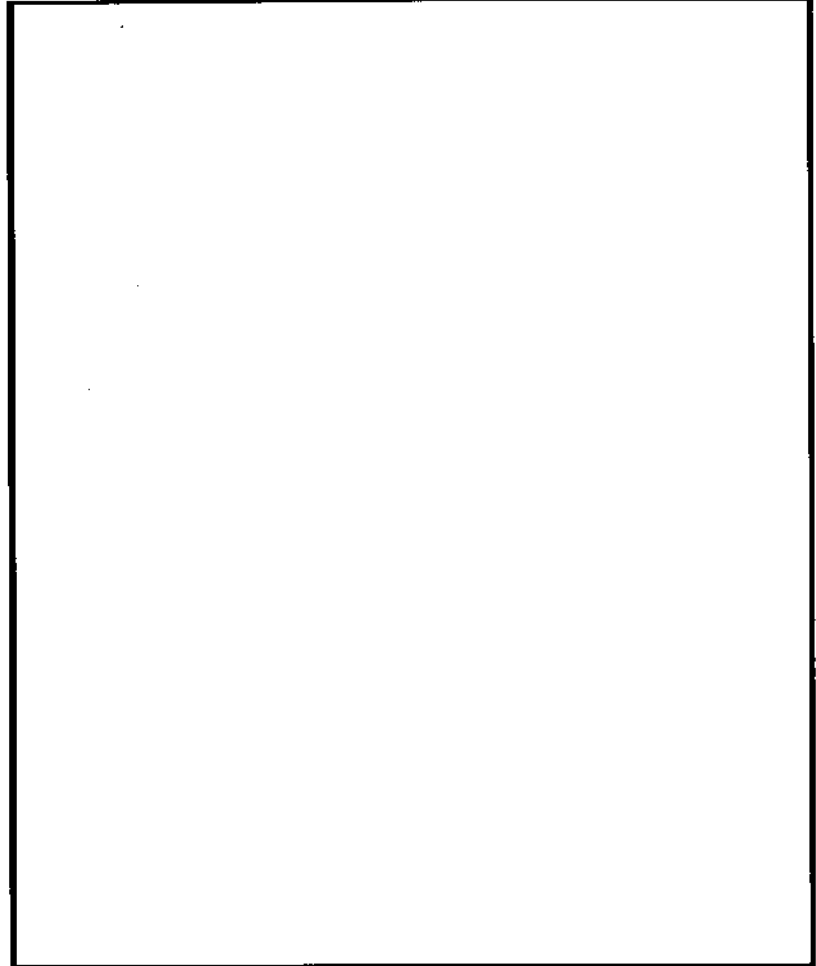


(b)(4)

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

E/NE	Location/Position	ST CL#	Start Date	\$/HR	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
------	-------------------	--------	------------	-------	------	-------	---------------	---------	----------	------------------	---------------------	---------

<b>MARFA BPS</b>												
E	Telecommunications Specialist	3003	TX									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
<b>DEL RIO BPS</b>												
E	Systems Network Administrator	3004	TX									
E	Certified Network Engineer	3029	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
N/E	Computer Systems Technician	3033	12/15/97									
<b>HARLINGEN DD</b>												
E	Certified Network Engineer	3029	TX									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator	3004	12/15/97									
N/E	Computer Systems Technician	3034	3/1/98									
<b>CHICAGO DD</b>												
E	Certified Network Engineer	3029	IL									
E	Certified Network Engineer	3029	12/1/98									
E	Technical Manager (Operations)	3002	12/1/98									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Systems Network Administrator-STG	3004	12/15/97									
E	Systems Network Administrator	3004	3/1/98									
E	Systems Network Administrator	3004	3/1/98									
E	Systems Network Administrator	3004	12/1/98									
E	Telecommunications Specialist-STG	3003	12/1/98									
N/E	Computer Operator I	3035	12/1/98									
E	Network Specialist	3012	3/1/98									
N/E	LAN Integrator/Technician	3036	3/1/98									



(b)(4)

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
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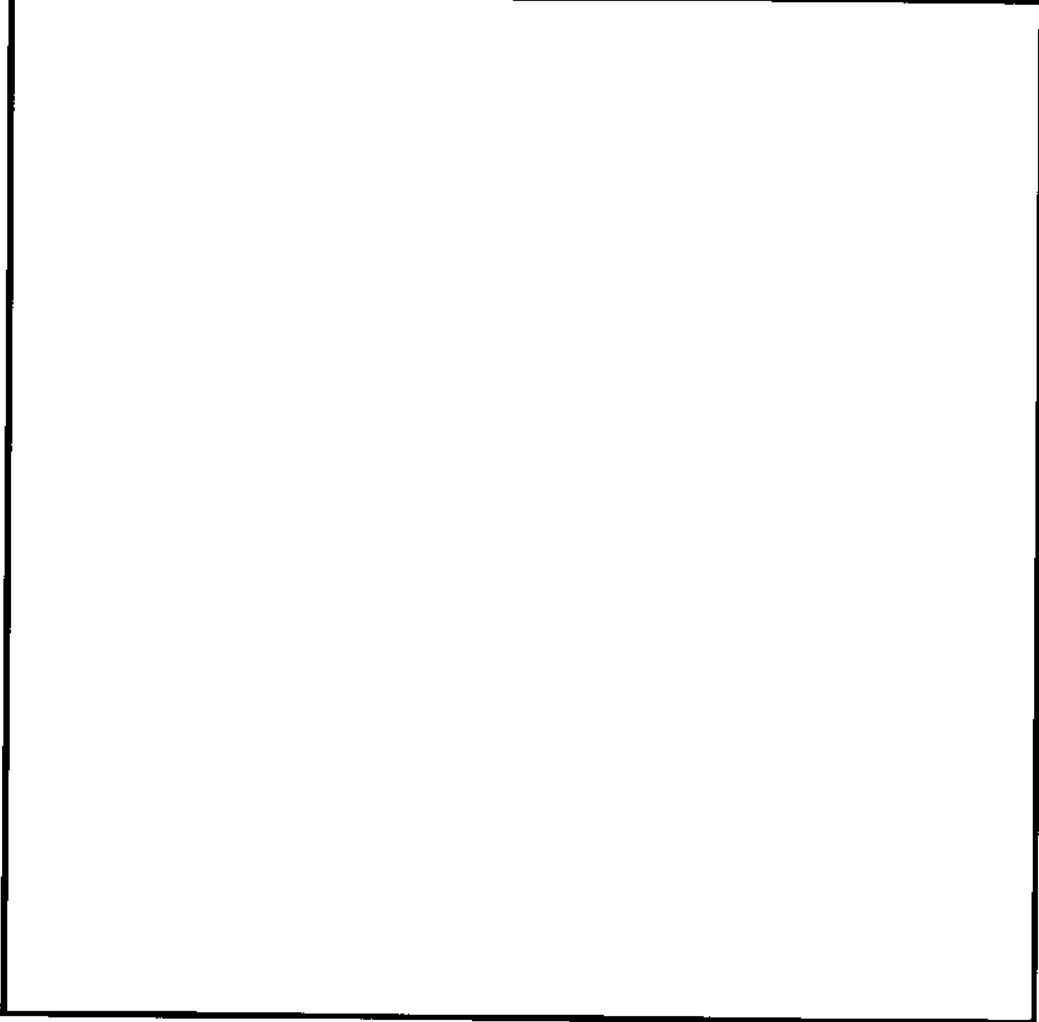
		Lincoln		NB	
	<b>NEBRASKA SERVICE CTR</b>				
E	Technical Manager (Operations)	3002	12/15/97		
E	Certified Network Engineer	3029	12/15/97		
E	Systems Network Administrator	3004	12/15/97		
E	Certified Network Engineer	3029	12/15/97		
E	Systems Network Administrator-LBA	3004	12/15/97		LBA
E	Telecommunications Specialist	3003	12/15/97		
E	Senior Systems Analyst	3007	12/15/97		
N/E	Computer Systems Technician	3037	12/15/97		
N/E	Computer Systems Technician	3037	12/15/97		
N/E	Computer Systems Technician	3037	12/15/97		

		St. Paul		MN	
	<b>ADMIN CTR TWIN CITIES</b>				
E	Systems Network Administrator	3004	12/15/97		
E	Certified Network Engineer	3029	3/1/98		
E	Certified Network Engineer	3029	1/31/98		
E	Technical Manager	3002	1/31/98		
E	Systems Network Administrator	3004	12/15/97		
E	Telecommunications Specialist	3003	12/15/97		
N/E	Computer Systems Technician	3038	12/15/97		LBA

		Kansas City		MO	
	<b>KANSAS CITY DO</b>				
E	Telecommunications Specialist	3003	12/15/97		

		Houston		TX	
	<b>HOUSTON DO</b>				
E	Senior Systems Analyst	3007	12/15/97		
E	Certified Network Engineer	3029	3/1/98		
E	Certified Network Engineer	3029	3/1/98		
E	Systems Network Administrator	3004	1/31/98		
E	Telecommunications Specialist	3003	1/31/98		

		San Antonio		TX	
	<b>SAN ANTONIO DO</b>				
E	Systems Network Administrator	3004	12/15/97		
E	Telecommunications Specialist	3003	12/15/97		
E	Certified Network Engineer	3029	3/1/98		
E	Systems Network Administrator	3004	3/1/98		
E	Telecommunications Specialist-LBA	3003	3/1/98		LBA
N/E	Computer Systems Technician	3039	1/31/98		LBA





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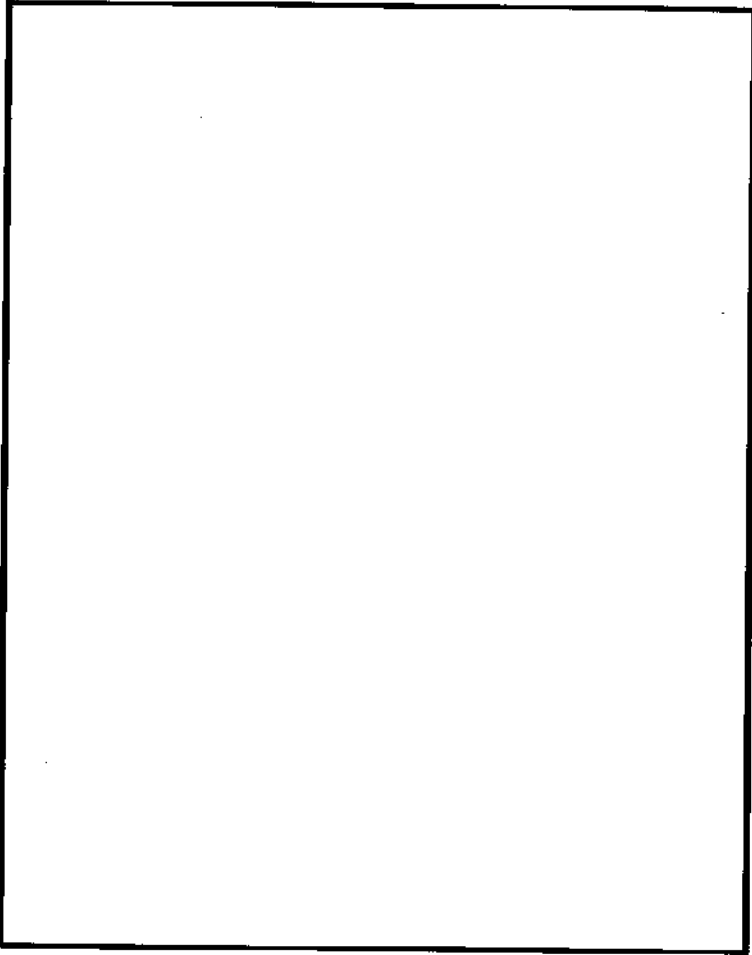
INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

E/INE	Location/Position	ST	CLIN	Start Date	\$/HR	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
E	<b>CHICAGO ASYLUM</b> Telecommunications Specialist	Chicago	3003	IL 3/1/98									
E	<b>HOUSTON ASYLUM</b> Systems Network Administrator	Houston	3004	TX 12/15/97									
E	<b>DENVER DO</b> Systems Network Administrator	Denver	3004	CO 3/1/98									
E	Certified Network Engineer		3029		3/1/98								
E	Telecommunications Specialist-LBA		3003		1/31/98								
E	<b>HELENA, MT DO</b> Systems Network Administrator	Helena	3004	MT 1/31/98									
E	Telecommunications Specialist-LBA		3003		3/1/98								
E	<b>GRAND FORKS BPS</b> Systems Network Administrator-LBA	Grand Forks	3004	ND 3/1/98									
E	<b>CHICAGO-CUSA</b> Systems Network Administrator	Chicago	3004	IL 12/15/97									
E	<b>ADAMSVILLE</b> Technical Manager	Burlington	3002	VT 3/1/98									
E	Certified Network Engineer		3029		12/15/97								
E	Certified Network Engineer		3029		12/15/97								
E	Senior Systems Analyst		3007		12/15/97								
E	Mid-Level Computer Specialist		3015		12/15/97								
E	<b>SWANTON BPS</b> Certified Network Engineer	Swanton	3029	VT 3/1/98									
E	Systems Network Administrator-LBA		3004		12/15/97								

(b)(4)

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

ENE	Location/Position	ST CLIN	Start Date	Rate	Hours	OT RATE	OT HOURS	OT TOTAL	Grand Total	OT CLIN
				Dollars		Dollars		Dollars	Dollars	
	<b>VT SVC CTR.</b>	St. Albans	VT							
E	Certified Network Engineer	3029	12/15/97							
E	Certified Network Engineer	3029	1/31/98							
E	Technical Manager (Operations)	3002	1/31/98							
E	Systems Network Administrator	3004	12/15/97							
E	Telecommunications Specialist	3003	12/15/97							
E	Senior Systems Analyst	3007	12/15/97							
N/E	Computer Systems Technician	3040	12/15/97							
E	Certified Network Engineer	3029	3/1/98							
E	Telecommunications Specialist	3003	12/15/97							
E	Systems Network Administrator-LBA	3004	3/1/98							
E	Telecommunications Specialist	3003	1/31/98							
E	Telecommunications Specialist-LBA	3003	1/31/98							
	<b>BAL TECHNOL DO</b>	Baltimore	MD							
E	Systems Network Administrator	3004	12/15/97							
N/E	Computer Systems Technician	3041	12/15/97							
	<b>PHILADEL PHIA DO</b>	Philadelphia	PA							
E	Systems Network Administrator	3004	12/15/97							
E	Telecommunications Specialist-STG	3003	3/1/98							
E	Telecommunications Specialist-STG	3003	1/31/98							
	<b>NATIONAL FIREARMS UNIT</b>	Allison	PA							
N/E	Secretary	3042	12/15/97							
N/E	Secretary	3042	12/15/97							
N/E	Secretary	3042	12/15/97							
N/E	Secretary	3042	12/15/97							



(b)(4)

INS FOS  
 Task Order 5 -- Field Operations Support  
 PRICE SUMMARY

E/NE	Location/Position	ST CLER	Start Date	\$/HR	Rate	Hours	OT RATE	OT HOURS	OT TOTAL	Grand Total Dollars	OT CLER
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NEW YORK DO		New York	NY
E	Telecommunications Specialist	3003	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Systems Network Administrator	3004	12/15/97
N/E	Computer Systems Technician	3043	12/15/97
E	Technical Manager (Operations)	3002	12/15/97
E	Senior Systems Analyst	3007	12/15/97
N/E	Computer Systems Technician	3043	12/15/97
E	Certified Network Engineer	3029	3/1/98
E	Certified Network Engineer	3029	3/1/98
E	Systems Network Administrator	3004	3/1/98
E	Telecommunications Specialist	3003	3/1/98
E	Telecommunications Specialist	3003	1/31/98
E	Telecommunications Specialist-LBA	3003	1/31/98
E	Telecommunications Specialist-LBA	3003	1/31/98

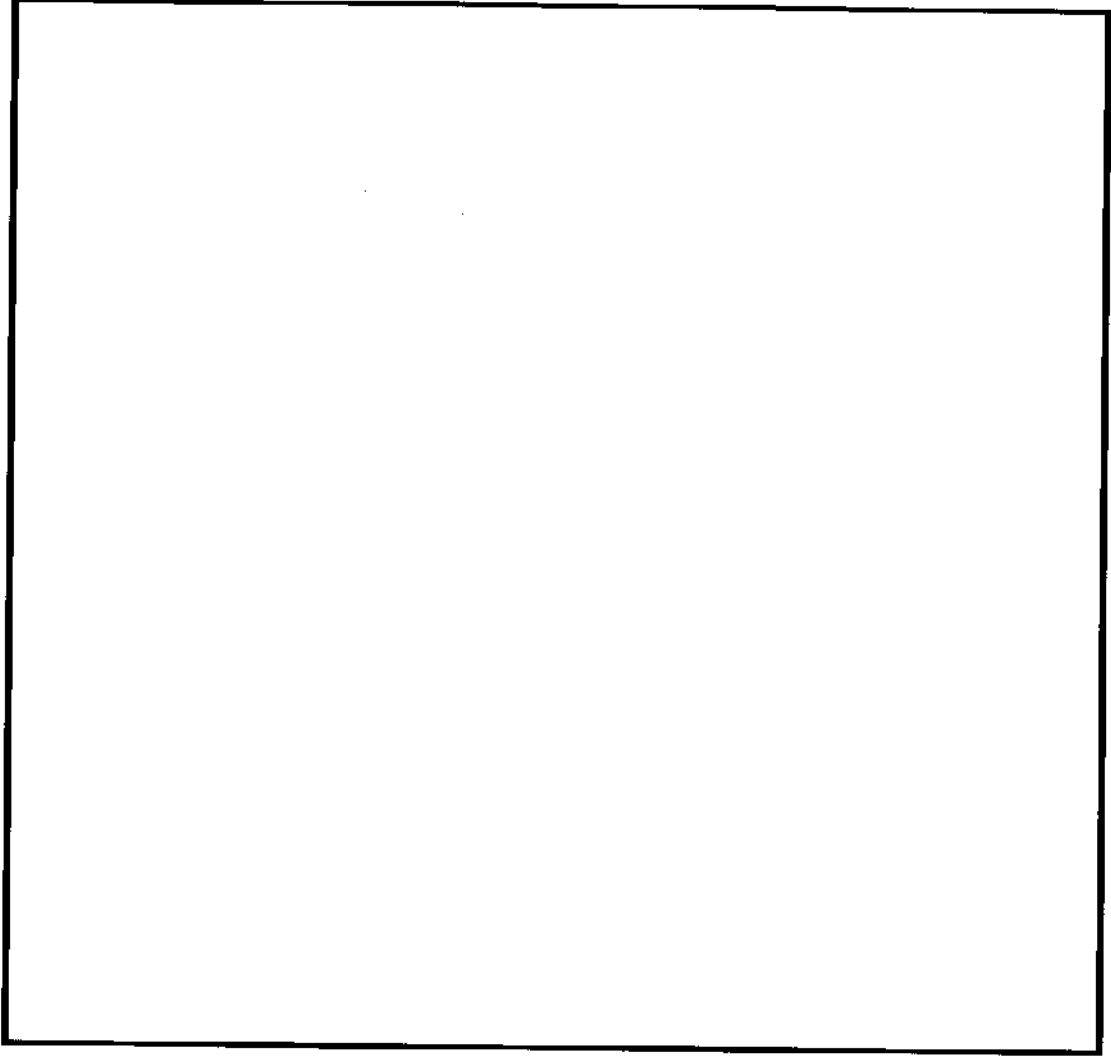
VALHURK ST/STK		New York	NY
E	Systems Network Administrator	3004	12/15/97
E	Certified Network Engineer	3029	3/1/98
E	Telecommunications Specialist	3003	3/1/98

LEW ALBANY		New York	NY
E	Systems Network Administrator-LBA	3004	3/1/98
E	Certified Network Engineer	3029	3/1/98
E	Certified Network Engineer	3029	1/31/98
E	Telecommunications Specialist-LBA	3003	1/31/98
E	Telecommunications Specialist-LBA	3003	3/1/98

CLUSTER CITY CORNER FACILITY		Utah Cray	NY
E	Mid-Level Computer Specialist	3015	12/15/97

NEW YORK ASYLUM		New York	NY
E	Certified Network Engineer	3029	3/1/98
E	Systems Analyst	3008	12/15/97

NEWARK DO		Newark	NY
E	Network Specialist	3012	12/15/97
N/E	Computer Systems Technician	3044	12/15/97
N/E	Computer Systems Technician	3044	12/15/97
N/E	Jr Computer Specialist	3045	3/1/98
N/E	Computer Systems Technician	3044	1/31/98

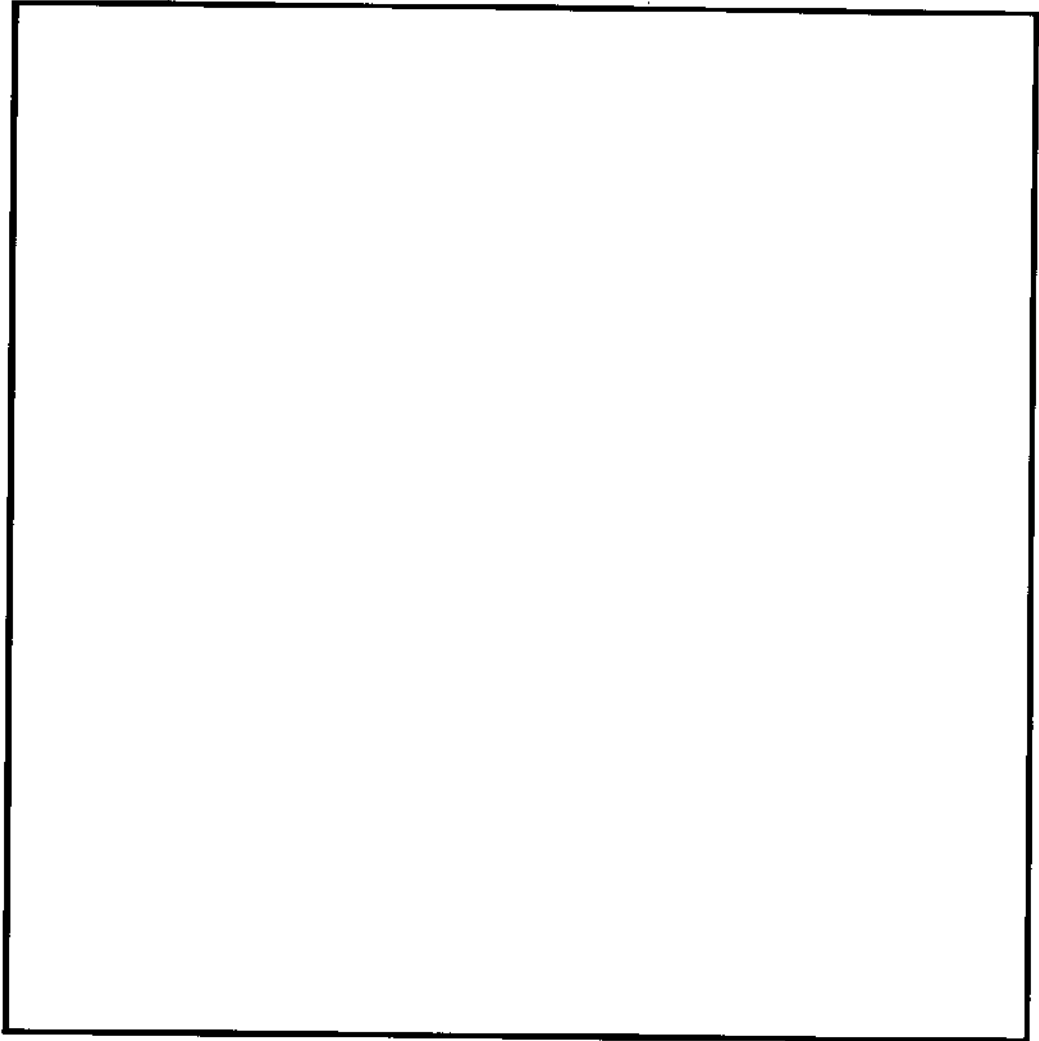


INS FOS  
 Task Order 5 -- Field Operations Support  
 PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	OT RATE	OT HOURS	OT TOTAL	Grand Total	OT CLIN
					Dollars		Dollars	HOURS	Dollars	Dollars	CLIN

E	<b>NEWARK ASYLUM</b>	Newark	NJ								
E	Certified Network Engineer	3029	3/1/98								
E	Systems Analyst	3008	12/15/97								
E	<b>BUFFALO DO</b>	Buffalo	NY								
E	Certified Network Engineer	3029	12/15/97								
E	Technical Manager	3002	3/1/98								
E	Systems Network Administrator	3004	3/1/98								
E	Telecommunications Specialist-STG	3003	1/31/98								STG
E	Telecommunications Specialist-STG	3003	3/1/98								STG
E	<b>TORONTO</b>	Toronto	Canada								
E	Systems Network Administrator	3004	1/31/98								
E	<b>DETROIT DO</b>	Detroit	MI								
E	Telecommunications Specialist	3003	12/15/97								
E	Senior Systems Analyst	3007	12/15/97								
E	Certified Network Engineer	3029	3/1/98								
E	<b>MIAMI DO</b>	Miami	FL								
E	Secretary	3046	12/15/97								
E	Technical Manager (Operations)	3002	1/31/98								
E	Systems Network Administrator	3004	12/15/97								
E	Systems Network Administrator	3004	12/15/97								
E	Systems Network Administrator	3004	1/31/98								
E	Systems Network Administrator	3004	12/15/97								
E	Certified Network Engineer	3029	12/15/97								
E	Telecommunications Specialist-STG	3003	3/1/98								STG
E	Telecommunications Specialist	3003	1/31/98								
E	Telecommunications Specialist	3003	12/15/97								
E	<b>MIAMI THEATRE/PHONE SPC</b>	Miami	FL								
E	Systems Network Administrator-STG	3004	1/31/98								STG
E	Telecommunications Specialist-STG	3003	3/1/98								STG
E	<b>MIAMI ASYLUM</b>	Miami	FL								
E	Certified Network Engineer	3029	12/15/97								
E	Network Specialist	3012	12/15/97								



INS FOS  
 Task Order 5 -- Field Operations Support  
 PRICE SUMMARY

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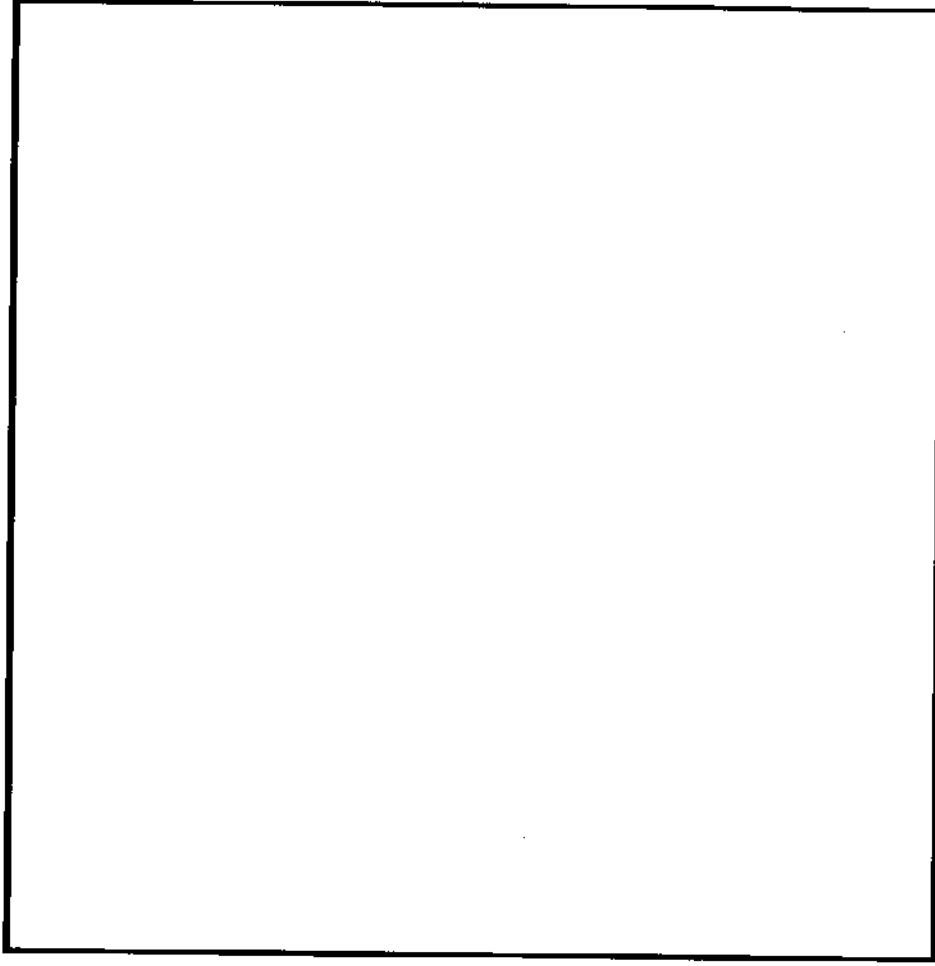
E/NE	Location/Position	ST	CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
E	<b>TAMPA SO</b> Systems Network Administrator	Tampa	3004	FL 1/31/98									
E	<b>JACKSONVILLE SO</b> Systems Network Administrator-STG	Jacksonville	3004	FL 1/31/98	STG								
E	<b>ORLANDO</b> Systems Network Administrator	Orlando	3004	FL 3/1/98									
E	Telecommunications Specialist		3003	12/15/97									
E	<b>MIAMI AIRPORT</b> Certified Network Engineer	Miami	3029	FL 12/15/97									
E	Systems Network Administrator		3004	12/15/97									
E	<b>ATLANTA DO</b> Systems Network Administrator	Atlanta	3004	GA 12/15/97									
E	Systems Network Administrator		3004	12/15/97									
E	<b>CHARLOTTE SO</b> Systems Network Administrator-STG	Charlotte	3004	NC 3/1/98	STG								
E	<b>GLYNCO, GA</b> Systems Network Administrator	Glynco	3004	GA 12/15/97									
NE	Computer Systems Technician		3047	12/15/97									
E	Systems Network Administrator-STG		3004	1/31/98	STG								
E	<b>WASHINGTON DO</b> Telecommunications Specialist	Arlington	3003	VA 12/15/97									
E	Network Specialist		3012	12/15/97									
E	Technical Manager (Operations)		3002	1/31/98									
E	<b>WASHINGTON ASYLUM</b> Network Specialist	Arlington	3012	VA 12/15/97									
E	<b>OKLAHOMA SPC</b> Senior Computer Specialist	Okdale	3014	LA 12/15/97									
E	<b>NEW ORLEANS DO</b> Certified Network Engineer	New Orleans	3029	LA 12/15/97									
E	Systems Network Administrator		3004	3/1/98									
E	Systems Network Administrator		3004	1/31/98									

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

(b)(4)

ENE	Location/Position	ST CLIN	Start Date	SLB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
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E	MEMPHIS DO Systems Network Administrator	Memphis 3004	TN 1/31/98									
E	CLEVELAND DO Mid-Level Computer Specialist	Cleveland 3015	OH 12/15/97									
E	LEES Certified Network Engineer	Burlington 3029	VT 12/15/97									
E	BOSTON DO Systems Network Administrator-STG	Boston 3004	MA 1/31/98	STG								
E	Telecommunications Specialist-STG	Boston 3003	MA 3/1/98	STG								
E	HARTFORD DO Systems Network Administrator-STG	Hartford 3004	CT 1/31/98	STG								
E	PORTLAND, ME Systems Network Administrator-LBA	Portland 3004	ME 3/1/98	LBA								
E	SAN JUAN DO Systems Network Administrator	San Juan 3004	PR 1/31/98									
E	Telecommunications Specialist-STG	San Juan 3003	PR 1/31/98	STG								
N/E	Computer Systems Technician	San Juan 3048	PR 3/1/98	STG								
E	PHILADELPHIA-CUBA Systems Network Administrator-STG	Philadelphia 3004	PA 12/15/97	STG								
E	NY-CUBA Systems Network Administrator	New York 3004	NY 12/15/97									
E	MIAMI-CUBA Systems Network Administrator	Miami 3004	FL 12/15/97									
E	Certified Network Engineer	Miami 3029	FL 12/15/97									
E	GARDEN CITY NY - CUBA Systems Network Administrator	Garden City 3004	NY 12/15/97									
E	Systems Network Administrator	Garden City 3004	NY 12/15/97									



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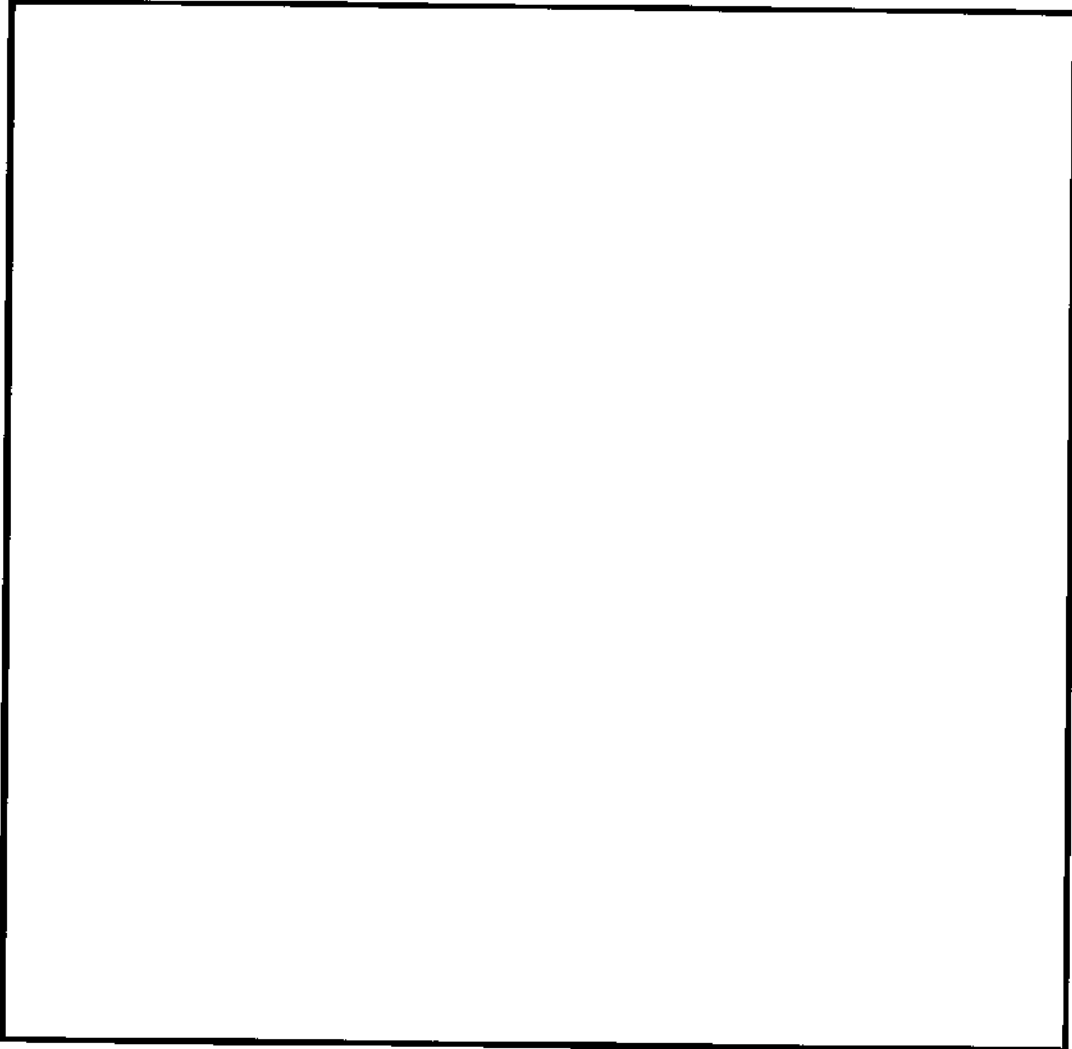
INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

LINE	Location/Position	ST CLIN	Start Date	SLB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	GT CLIN
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ADAMS CENTER		Leguna Niguel CA										
E	Technical Manager (Operations)	3002	12/15/97									
E	Certified Network Engineer	3029	12/15/97									
E	Certified Network Engineer	3029	3/1/98									
E	Certified Network Engineer	3029	12/15/97									
E	Systems Network Administrator	3004	12/15/97									
E	ADP Hardware Engineer	3006	12/15/97									
E	Telecommunications Specialist	3003	3/1/98									
E	Telecommunications Specialist-LBA	3003	1/21/98	LBA								
N/E	Computer Systems Technician	3049	3/1/98	LBA								

CA SERVICE CENTER		Leguna Niguel CA	
E	Technical Manager	3002	3/1/98
E	Senior Systems Analyst	3007	12/15/97
E	Certified Network Engineer	3029	3/1/98
E	Certified Network Engineer	3029	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Systems Network Administrator	3004	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Senior Systems Analyst	3007	12/15/97
N/E	Computer Operator I	3090	12/15/97
N/E	Computer Operator I	3090	12/15/97
N/E	Computer Systems Technician	3049	1/31/98
N/E	Computer Systems Technician	3049	12/15/97

LA DISTRICT OFFICE		Los Angeles CA	
E	Certified Network Engineer	3029	12/15/97
E	Certified Network Engineer	3029	12/15/97
E	Systems Network Administrator	3004	12/15/97
E	Systems Network Administrator	3004	3/1/98
E	Systems Network Administrator	3004	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Telecommunications Specialist-LBA	3003	12/15/97
E	Senior Systems Analyst	3007	12/15/97
E	Telecommunications Specialist-LBA	3003	3/1/98
N/E	Computer Systems Technician	3049	3/1/98
N/E	Computer Systems Technician	3049	12/15/97
N/E	Computer Systems Technician	3049	1/31/98
N/E	Computer Systems Technician	3049	1/31/98



(b)(4)

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

ENE	Location/Position	ST CLIN	Start Date	Rate	Hours	OT Rate	OT Hours	OT Total	Grand Total	QT
	Technical Manager (Operations)	3002	1/31/98	Dollars	Dollars	Dollars	Hours	Dollars	Dollars	CLIN
E	LAZ	Los Angeles	CA							
E	Certified Network Engineer	3025	3/1/98							
E	Systems Network Administrator	3004	12/15/97							
E	LAVENTURA COUNTY	Los Angeles	CA							
E	Systems Network Administrator	3004	1/31/98							
E	LORANGE COUNTY	Los Angeles	CA							
E	Telecommunications Specialist	3003	12/15/97							
E	SAN PEDRO SPC	San Pedro	CA							
E	Systems Network Administrator	3004	1/31/98							
E	SAN DIEGO SPC	San Diego	CA							
E	Senior Systems Analyst	3007	12/15/97							
E	Systems Analyst	3008	12/15/97							
E	Telecommunications Specialist	3003	12/15/97							
E	Certified Network Engineer	3025	3/1/98							
E	Systems Network Administrator	3004	12/15/97							
E	Telecommunications Specialist	3003	12/15/97							
E	Systems Network Administrator	3004	12/15/97							
E	Systems Network Administrator	3004	12/15/97							
N/E	Secretary	3051	12/15/97							
E	Technical Manager (Operations)	3002	3/1/98							
E	Certified Network Engineer	3025	3/1/98							
E	Systems Network Administrator	3004	3/1/98							
E	Senior Systems Analyst	3007	3/1/98							
N/E	Computer Systems Technician	3052	1/31/98							
E	CHULA VISTA	Chula Vista	CA							
E	Systems Network Administrator	3004	3/1/98							
E	Telecommunications Specialist	3003	12/15/97							
E	Telecommunications Specialist	3003	1/31/98							
E	Telecommunications Specialist	3003	1/31/98							
E	IMPERIAL BEACH	Imperial Beach	CA							
E	Certified Network Engineer	3025	3/1/98							
E	Systems Network Administrator	3004	3/1/98							
E	Telecommunications Specialist	3003	1/31/98							
N/E	Computer Systems Technician	3052	3/1/98							

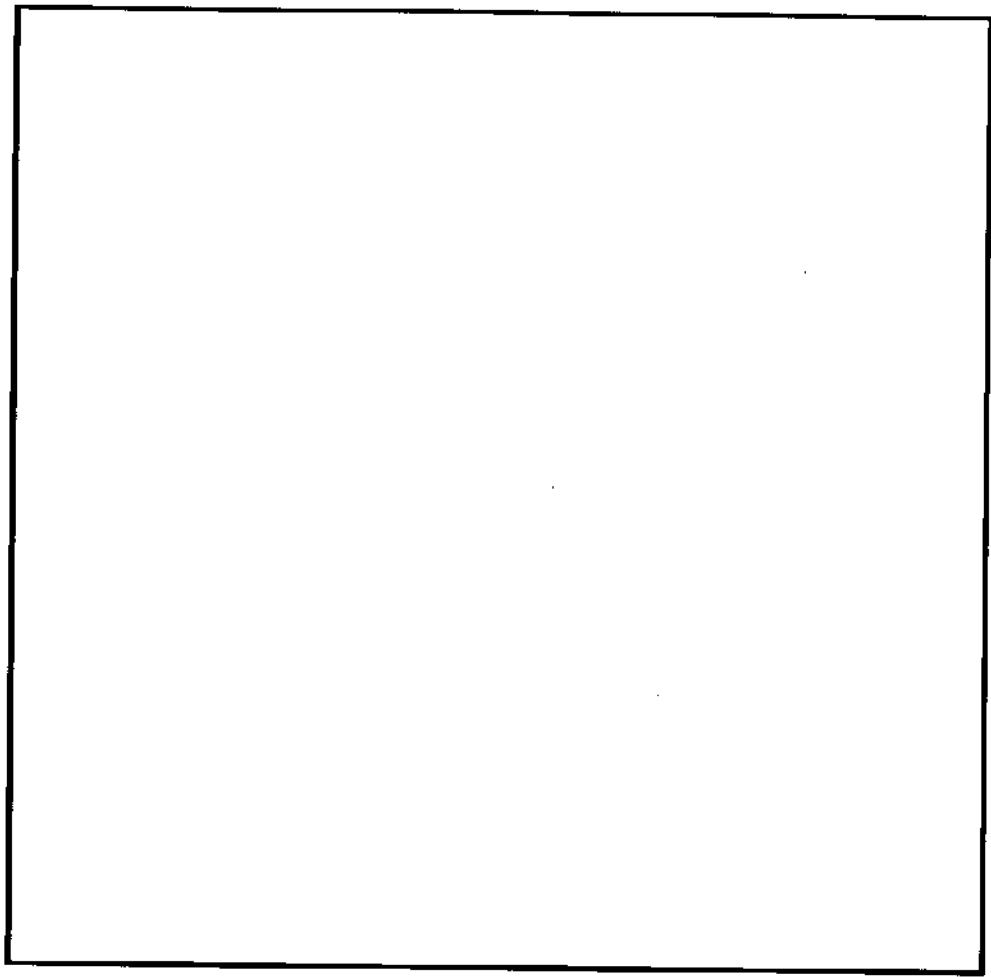


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INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	\$/LN	Rate	Hours	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
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E	<b>BROWNS FIELD</b>	Brownsfield	CA								
E	Certified Network Engineer	3029	3/1/98								
E	Certified Network Engineer	3029	3/1/98								
E	Senior Systems Analyst	3007	1/31/98								
E	Telecommunications Specialist	3003	1/31/98								
N/E	Computer Systems Technician	3033	12/15/97								
E	<b>CAMPO</b>	Campos	CA								
E	Systems Network Administrator	3004	3/1/98								
E	Telecommunications Specialist	3003	1/31/98								
E	<b>EL CAJON</b>	El Cajon	CA								
E	Systems Network Administrator	3004	12/15/97								
E	Telecommunications Specialist	3003	3/1/98								
E	<b>TEMECULA</b>	Temecula	CA								
E	Systems Network Administrator	3004	1/31/98								
E	<b>SAN YSIDRO</b>	San Ysidro	CA								
E	Systems Network Administrator	3004	3/1/98								
E	Senior Systems Analyst	3007	3/1/98								
E	Telecommunications Specialist-LBA	3003	1/31/98								
N/E	Computer Systems Technician	3033	1/31/98								
E	<b>SAN CLEMENTE</b>	San Clemente	CA								
E	Systems Network Administrator	3004	3/1/98								
E	<b>PHOENIX AZ</b>	Phoenix	AZ								
E	Certified Network Engineer	3029	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
E	Senior Systems Analyst	3007	1/31/98								
E	Systems Network Administrator	3004	3/1/98								
E	<b>NOGUALES</b>	Nogales	AZ								
E	Systems Network Administrator	3004	1/31/98								
E	<b>NOGUALES STATION</b>	Nogales	AZ								
E	Systems Network Administrator	3004	12/15/97								
E	Telecommunications Specialist	3003	3/1/98								
E	Telecommunications Specialist	3003	3/1/98								



(b)(4)

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	Rate	Hours	Subst Dollars	OT RATE	OT HOURS	OT TOTAL Dollars	Grand Total Dollars	OT CLIN
	<b>SAN DIEGO DO</b>	San Diego	CA								
E	Certified Network Engineer	3029	12/15/97								
E	Systems Network Administrator	3004	12/15/97								
E	Certified Network Engineer	3029	3/1/98								
E	Systems Network Administrator	3004	12/15/97								
E	Senior Systems Analyst	3007	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
E	Telecommunications Specialist	3003	3/1/98								
E	Certified Network Engineer	3029	3/1/98								
E	Telecommunications Specialist	3003	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
	<b>SAN FRANCISCO DO</b>	San Francisco	CA								
E	Certified Network Engineer	3029	12/15/97								
E	Certified Network Engineer	3029	12/15/97								
E	Systems Network Administrator	3004	12/15/97								
E	Telecommunications Specialist	3003	12/15/97								
E	Telecommunications Specialist	3003	3/1/98								
E	Telecommunications Specialist	3003	3/1/98								
	<b>SAN FRAN (DO)</b>	San Francisco	CA								
E	Systems Network Administrator	3004	12/15/97								
	<b>HONOLULU DO</b>	Honolulu	HI								
E	Network Specialist	3012	12/15/97								
E	Senior Computer Specialist	3014	12/15/97								
	<b>YUMA PBS</b>	Yuma	AZ								
E	Network Specialist	3012	12/15/97								
E	Network Specialist	3012	12/15/97								
	<b>EL CENTRO BPS</b>	El Centro	CA								
E	Certified Network Engineer	3029	3/1/98								
E	Telecommunications Specialist	3003	12/15/97								
N/E	Computer Systems Technician	3052	12/15/97								
E	Systems Network Administrator	3004	3/1/98								
	<b>EL CENTRO SPC</b>	El Centro	CA								
E	Systems Network Administrator	3004	12/15/97								
N/E	Computer Systems Technician	3052	3/1/98								

(b)(4)

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labor Dollars	OT RATE	OT HOURS	OT TOTAL	Grand Total	OT CLIN
										Dollars	Dollars	

E	<b>EL CENTRO STATION</b> Systems Network Administrator	El Centro 3004	CA 1/31/98									
E	<b>CALEXICO</b> Systems Network Administrator	Calxico 3004	CA 12/15/97									
N/E	Computer Systems Technician	3052	12/15/97									
N/E	Computer Systems Technician	3052	3/1/98									
E	<b>SEATTLE DO</b> Systems Network Administrator	Seattle 3004	WA 12/15/97									
E	Technical Manager	3002	3/1/98									
E	Telecommunications Specialist	3003	12/15/97									
E	<b>SPOKANE DO</b> Systems Network Administrator	Spokane 3004	WA 1/31/98									
E	<b>BLAINE STATION</b> Systems Network Administrator	Blaine 3004	WA 12/15/97									
E	<b>ANCHORAGE DO</b> Mid-Level Computer Specialist	Anchorage 3015	AL 12/15/97									
E	<b>PORTLAND OR DO</b> Mid-Level Computer Specialist	Portland 3015	OR 12/15/97									
E	<b>TUCSON IPE</b> Mid-Level Computer Specialist	Tucson 3015	AZ 12/15/97									
E	Mid-Level Computer Specialist	3015	3/1/98									
E	<b>TUCSON STATION</b> Telecommunications Specialist	Tucson 3003	AZ 3/1/98									
E	<b>DOUGLAS STATION</b> Systems Network Administrator	Douglas 3004	AZ 1/31/98									
E	Telecommunications Specialist	3003	1/31/98									
E	Telecommunications Specialist	3003	3/1/98									
E	<b>FLORENCE SPO</b> Systems Network Administrator	Florence 3004	AZ 1/31/98									

INS FOS  
 Task Order 5 - Field Operations Support  
 PRICE SUMMARY

(b)(4)

E/NE	Location/Position	ST CLIN	Start Date	SUB	Rate	Hours	Labour Dollars	QT RATE	QT HOURS	QT TOTAL Dollars	Grand Total Dollars	QT CLIN
E	<b>SAN LUIS</b> Systems Network Administrator	San Luis 3004	AZ 12/15/97									
E	<b>TUCSON SUE OFFICE</b> Telecommunications Specialist	Tucson 3003	AZ 1/31/98									
E	<b>LA BAYLUM</b> Certified Network Engineer	Los Angeles 3029	CA 3/1/98									
E	Systems Analyst	3008	12/15/97									
E	Network Specialist	3012	12/15/97									
E	<b>SAN FRANCISCO</b> Network Specialist	San Francisco 3012	CA 12/15/97									
E	<b>AGANA (GUAM)</b> Systems Network Administrator	Agana 3004	GU 1/31/98									
E	<b>IRVINGPAC - SAN DIEGO</b> Technical Manager	San Diego 3002	CA 12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Senior Systems Analyst	3007	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	Systems Analyst	3008	12/15/97									
E	<b>LAIAGUNA NIGUAL - GUSA</b> Systems Network Administrator-LBA	Laguna Nigual 3004	CA 3/1/98									
E	Certified Network Engineer	3029	1/31/98									

INS FOS  
 Task Order 5 -- Field Operations Support  
 PRICE SUMMARY

(b)(4)

LINE	Location/Position	EST. CLIN	Start Date	End Date	Rate	Hours	CFY	CFY	CFY	CFY	CFY	CFY	CFY	CFY	CFY	CFY	CFY	CFY
E	San Diego, CA Certified Network Engineer	3009	1/31/88	1/31/88	CA													
E	San Diego, CA Systems Network Administrator	3004	1/31/88	1/31/88	CA													
E	San Diego, CA Systems Network Administrator	3004	1/31/88	1/31/88	CA													

OTHER DIRECT COST SUMMARY

- Travel Expenses
- Per diem (per employee)
- Parking Expenses
- Recreation Expenses
- Office Supplies
- Fuels
- Training Classes

Total Summary for Task 5

\$ 25,851,201



U.S. Department of Justice  
Immigration and Naturalization Service

425 I Street, N.W.  
Washington, D.C. 20536

[Redacted]

Sr. Contracts Administrator  
Wang Government Services, Inc.  
7900 Westpark Drive  
McLean, VA 22102-4299

DEC 31 1997

(b)(6)

Dear [Redacted]

This is to confirm the status of Task Order 5 - Field Office Support - under contract COW-7-C-0013. This task order has been negotiated and agreed to by the INS and Wang Government Services, Inc. The estimated total price for this task is \$25,041,391.00 and the period of performance will be from November 1, 1997 through September 30, 1998.

I would like to thank you for your efforts and cooperation in negotiating this task. An executed task order for task 5 should be executed and forwarded to you the first week of January.

Robert N. Beaty  
Contracting Officer

2. AMENDMENT/MODIFICATION NO. <b>000007</b>	3. EFFECTIVE DATE <b>09/28/98</b>	4. REQUISITION/PURCHASE REQ. NO. <b>SID-8-00674</b>	5. PROJECT NO. (if applicable)
6. ISSUED BY <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>		7. ADMINISTERED BY (if other than Item 6) <b>Immigration &amp; Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536</b>	
CODE <b>HQPRO</b>		CODE <b>HQPRO</b>	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) <b>WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299</b>	TIN: <b>411571110</b>	(X)	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
			10A. MODIFICATION OF CONTRACT/ORDER NO. <b>COW-7-C-0013 COW-8-P-0061</b>
			10B. DATED (SEE ITEM 13) <b>12/09/97</b>
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">(b)(6)</span>		X	
CODE	FACILITY CODE		

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

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
**15X8598/81SD.321S.68S.00** Decrease **\$97900.00**

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

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

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

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

**List of Changes For Line item number 7:**

**TASIC 4**

Total Obligated Amount changed from \$350,000 to \$252,100, resulting in a decrease of \$-97,900.

The decrease applies to account/appropriation:  
**15X8598/81SD.321S.68S.00**  
 Total Amount changed from \$350,000 to \$252,100, resulting in a decrease of \$-97,900.  
 (continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	<b>Robert N. Beaty</b>
15C. CONTRACTOR/OFFEROR	15D. DATE SIGNED
(Signature of person authorized to sign)	
	15E. UNITED STATES OF AMERICA
	By  (Signature of Contracting Officer)
	15F. DATE SIGNED
	<b>9/28/98</b>

Working Copy

<b>CONTINUATION SHEET</b>		REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-8-P-0061 000007			PAGE 2	OF 2
NAME OF OFFEROR OR CONTRACTOR WANG GOVERNMENT SERVICES, INC						
ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
	<p>This Modification Has Changed The Obligated Amount From \$5,693,369.00 To \$5,595,469.00 For A Net Decrease of \$97,900.00</p> <p>This Modification Has Changed The Total Amount From \$5,693,369.00 To \$5,595,469.00 For A Net Decrease of \$97,900.00</p>					

NSN 7540 01 152-8067

Working Copy

OPTIONAL FORM 336 (4-67)  
Sponsored by GSA  
FAR (48 CFR) 53.110



2. AMENDMENT/MODIFICATION NO. 000006	3. EFFECTIVE DATE 09/28/98	4. REQUISITION/PURCHASE REQ. NO. SID-8-00595.	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization SVC Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HOPRO	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> (b)(6)		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
		10B. DATED (SEE ITEM 13) 12/09/97

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

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:  
 (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
**SEE BELOW** Increase \$740000.00

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

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

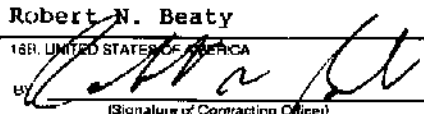
**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible):  
**NOTE: THIS FUNDING WAS TRANSFERRED FROM ORDER COW-8-P-0181**

This Modification Has Changed The Obligated Amount  
 From \$4,953,369.00 To \$5,693,369.00  
 For A Net Increase of \$740,000.00

This Modification Has Changed The Total Amount  
 From \$4,953,369.00 To \$5,693,369.00  
 For A Net Increase of \$740,000.00  
 (continued)

**TASK I**

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

CONTINUATION SHEET		REF. NO. OF DOC. BY	UNIT	PAGE	OF	
		COW-7-C-0013	COW-8-P-0061	000006	2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
10	Accounting 1581217/81SD.111C.14C.00 \$ 11,292.00 15X8598/81SD.321S.148.00 \$ 175,370.00 15X8598/81SD.321S.91S.00 \$ 553,338.00  FOB: Destination	1	LO	\$740000.00	\$740000.00	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. ODN - ACT ID CODE	PAGE 1 OF 1 PAGES 1
2. AMENDMENT/MODIFICATION NO. <b>000005</b>	3. EFFECTIVE DATE <b>See Block 16C</b>	4. REQUISITION/PURCHASE REQ. NO. <b>SID-8-00507</b>	3. PROJECT NO. (if applicable)	
6. ISSUED BY <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>	CODE <b>HQPRO</b>	7. ADMINISTERED BY (if other than Item 6) <b>Immigration &amp; Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536</b>	CODE <b>HQPRO</b>	
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) <b>WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299</b>			9A. AMENDMENT OF SOLICITATION NO.	
TIN: 411571110			9B. DATED (SEE ITEM 11)	
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> (b)(6)			10A. MODIFICATION OF CONTRACT/ORDER NO. <b>COW-7-C-0013 COW-8-P-0061</b>	
CODE			10B. DATED (SEE ITEM 13) <b>12/09/97</b>	
FACILITY CODE				

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

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

Net Change **\$0.00**

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

<input checked="" type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>Agreement of the Parties</b>
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor  is not,  is required to sign this document and return 3 copies to the issuing office.

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

The period of performance of this task order is extended from September 30, 1998 through October 31, 1998. Option year one rates shall apply to the period of the extension.

Except as provided herein, all terms and conditions of the document referenced in Item 8A or 10A, as heretofore changed, remain unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) <b>(b)(6) Sr. Contracts Administrator</b>	15B. CONTRACTOR/OFFICER  (Signature of person authorized to sign)	15C. DATE SIGNED <b>9/30/98</b>	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Robert N. Beaty</b>	15B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	15C. DATE SIGNED <b>9/30/98</b>
--	---	------------------------------------	--	---	------------------------------------

NSN 7540-01-129-8070

PREVIOUS EDITION UNUSABLE

50-105

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA, FPMR (41 CFR) 101-11.6

Working Copy

2. AMENDMENT / MODIFICATION NO. 000004	3. EFFECTIVE DATE 08/12/98	4. REQUISITION / PURCHASE REQ. NO. SID-8-00507	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT / ORDER NO. COW-7-C-0013 COW-8-P-0061
		10B. DATED (SEE ITEM 13) 12/09/97

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
15X8598/81SD.321S.14S.00 Increase \$1028369.00

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

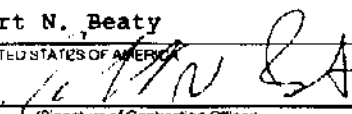
<input checked="" type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
<input checked="" type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT / ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES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

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

14. DESCRIPTION OF AMENDMENT / MODIFICATION (Organized by UCF section headings, including solicitation / contract subject matter where feasible.)  
This Modification Has Changed The Obligated Amount  
From \$3,925,000.00 To \$4,953,369.00  
For A Net Increase of \$1,028,369.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR / OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	
16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY  (Signature of Contracting Officer)	8/10/98

Working Copy

CONTINUATION SHEET		REF NO. OF DOC. E			CONT'D.		PAGE	OF
		COW-7-C-0013			COW-8-P-0061		000004	
		2					2	
NAME OF OFFEROR OR CONTRACTOR								
WANG GOVERNMENT SERVICES, INC								
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT			
1	Task one Project Management	1	LO	\$858369.00	\$858369.00			
9	Task 2 - Help Desk	1	LO	\$170000.00	\$170000.00			
----- The following information applies to all line items -----								
FOB: Destination								

NSN 7540-01 152-8037

Working Copy

OPTIONAL FORM (302-4) (48)  
Sponsored by GSA  
FAR (48 CFR) 53.110

2. AMENDMENT/MODIFICATION NO. 000003	3. EFFECTIVE DATE 05/15/98	4. REQUISITION/PURCHASE REQ. NO. SID-8-00346	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 9C. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061 9D. DATED (SEE ITEM 13) 12/09/97
Attn: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span> (b)(6)	CODE	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
SEE BELOW Increase \$500000.00

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

<input checked="" type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER NO. ITEM 10A.
<input checked="" type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.100(b).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)


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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by LCF section headings, including solicitation/contract subject matter where feasible.)  
This modification makes the following changes to D.O. COW-8-P-0061

1. Change the Requisition/Purchase Req No. (Block 4) of Modification 00002 from SDI-8-00348 to SID-8-00348.
2. This Modification Has Changed The Obligated Amount From \$3,425,000.00 To \$3,925,000.00 For A Net Increase of \$500,000.00

(continued)

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

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

Working Copy

NAME OF OFFEROR OR CONTRACTOR  
**WANG GOVERNMENT SERVICES, INC**

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
8	<p>To fund Task Order COW-B-P-0061 (Task 2)</p> <p>Funding Information for this Requisition is as follows:</p> <p>1581217/81SD.111B.845.00 \$ 56,287.00</p> <p>1581217/81SD.121B.845.00 \$ 828,709.00</p> <p>1581217/81SD.131B.845.00 \$ 243,492.00</p> <p>1581217.81SD.151B.845.00 \$ 393,378.00</p> <p>1581217.81SD.171B.845.00 \$ 16,383.00</p> <p>1581217/81SD.221B.845.00 \$ 16,376.00</p> <p>1581217/81SD.311B.845.00 \$ 4,964.00</p> <p>15X8598/81SD.321K.14K.00 \$ 334.00</p> <p>15X8598/81SD.321S.14S.00 \$ 600,000.00</p> <p>1581217/81SD.321X.14X.00 \$ 659,363.00</p> <p>1581217/81SD.381B.845.00 \$ 46,162.00</p> <p>1581217/81SD.531B.845.00 \$ 134,552.00</p> <p>FOB: Destination</p>	1	LO	\$500000.00	\$500000.00

616-2602  
 AFSGN  
 JOHNSON

**Subtask 1-1 - Contract-Level Project Management. (Contract Section C.2)** The Contractor shall provide a Program Manager (PM) to serve as the focal point for management of the services provided under this contract. The Contractor shall provide a Project Manager for Field Operations Support (FOS) and a Project Manager for Hardware Maintenance (HM). The Contractor shall also provide Technical Managers, as required, to support the various task orders relating to FOS/HM.

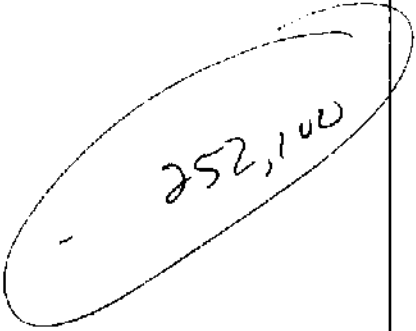
The Contractor shall provide a Program Management Plan describing the contractor's understanding of the FOS/HM requirement and explaining how the contractor will manage the effort to meet all requirements. The Program Management Plan shall describe how the contractor will ensure continual coordination between the staffs working on all task orders. Although there are separate task orders for Help Desk, for Second Tier End User Support and Assistance, and for Network Control Center (NCC) management, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. The Program Management Plan shall describe how that seamless coordination will be achieved. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Program Management Committee, as described in the FOS/HM Committee Charter, (See Attachment B). The contractor's Program Plan shall describe how it will interface with the FOS/HM Committee.

The Contractor shall provide the required Quality Control (QC) Plan, Maintenance Plan, Contingency Plan, Personnel and Staffing Plan, and Contract Transition Plans. The Contractor shall submit monthly management reports, including progress, status, and financial reports, and participate in management reviews as required by individual task orders.

**Subtask 1-2 Management Planning.** The Contractor shall participate with the INS FOS Project Manager and COTR in planning for future directions of all FOS programs and activities. Planning may include the preparation of feasibility studies, white papers, and other planning documents to be submitted for review by the Government.

**Subtask 1-3 Automated Management Tracking.** Within 90 days of Task Order award, the Contractor shall develop plans to maintain an electronic database of all help desk, operations, technical support, and maintenance activities performed under this contract and to provide for the collection and reporting of statistical information. This database will be installed on an INS Server and be accessible by various INS personnel. Access rights will be identified by the various INS Program Managers. The Contractor shall submit a planning document and recommendations concerning automated tools to be used in this effort and shall recommend formats and content for periodic management reports.



CONTINUATION SHEET		REF. NO. OF DOC 3 CONT'D.			PAGE	OF
		COW-7-C-0013 COW-8-P-0061 000002			2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
7	D302 ADP SUPPORT SERVICES  FOB: Destination	1	LO	\$350000.00	\$350000.00	
						

NSN 7540-01-152-8047

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OPTIONAL FORM 336 (4-88)  
Sponsored by GSA  
FAR (48 CFR) 53.110

<b>AMENDMENT OF SOLICITATION, MODIFICATION OF CONTRACT</b>		TRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000001	3. EFFECTIVE DATE 03/17/98	4. REQUISITION/PURCHASE REG. NO. SID-8-00243	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization SVC Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization SVC Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO
6. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
CODE		FACILITY CODE	9B. DATED (SEE ITEM 11)
			10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-8-P-0061
			10B. DATED (SEE ITEM 13) 12/09/97

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

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
A5X8598/818D.321S.68S.00 Increase \$750000.00

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

<input type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.
<input checked="" type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.109(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by LCF section headings, including solicitation/contract subject matter where feasible.)  
 This Modification Has Changed The Obligated Amount of this order  
 From \$2,325,000.00 To \$3,075,000.00  
 For A Net Increase of \$750,000.00  
  
 This modification adds \$750,000.00 to the funding for Task Order 0004  
 Headquarters Operations Support

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	
15B. UNITED STATES OF AMERICA	15C. DATE SIGNED
BY <i>[Signature]</i>	3/10/98
(Signature of Contracting Officer)	

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01/10/2011

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01/10/2011

Best Available Copy

**ORDER FOR SUPPLIES OR SERVICES**

PAGE 1 OF 3 PAGES

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

1. DATE OF ORDER <b>12/09/97</b>		2. CONTRACT NO. (if any) <b>COW-7-C-0013</b>		6. SHIP TO:	
3. ORDER NO. <b>COW-8-P-0061</b>		4. REQUISITION/REFERENCE NO. <b>RNB-7-00001</b>		a. NAME OF CONSIGNEE <b>U.S. IMMIG. &amp; NATZ. SERVICE</b>	
5. ISSUING OFFICE (Address correspondence to) <b>Immigration &amp; Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536</b>				b. STREET ADDRESS <b>RECEIVING UNIT, ROOM LL-264 425 I STREET NW</b>	
7. TO:		c. CITY <b>WASHINGTON D</b>		d. STATE <b>DC</b>	e. ZIP CODE <b>20536</b>
8. NAME OF CONTRACTOR <b>WANG FEDERAL</b>		8. TYPE OF ORDER			
9. COMPANY NAME <b>7900 WESTPARK DRIVE</b>		<input type="checkbox"/> a. PURCHASE REFERENCE YOUR: _____		<input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS <b>SUITE 1105</b>		Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.			
<b>MCLEAN</b>		f. STATE <b>VA</b>	g. ZIP CODE <b>22102-4299</b>		
9. ACCOUNTING AND APPROPRIATIONS DATA <b>See Schedule</b>				10. REQUISITIONING OFFICE <b>INTERNATIONAL AFFAIRS &amp; OUTREACH</b>	

11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED
12. F.O.B. POINT <b>Destination</b>		14. GOVERNMENT B/L NO	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) <b>9/30/98</b>
13. PLACE OF		16. DISCOUNT TERMS <b>Net 30 Days</b>	
a. INSPECTION <b>Destination</b>	b. ACCEPTANCE <b>Destination</b>		

**17. SCHEDULE (See reverse for Rejections)**

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p><b>Tax ID Number: 411571110</b></p> <p>This task order is for the first three tasks to be issued under the subject contract. These tasks are:</p> <p>1: Program Management Services. This task is described and the pricing for it is contained in Attachment 1 hereto.</p> <p>2: Help Desk Services. This task is described and the pricing for it is contained in Attachment 2 hereto.</p> <p>3: Headquarters Operations Support. This task is described and the pricing for it is contained in Attachment 3 hereto.</p> <p><b>NOTE: Funding identified on page 2 is obligated on the basic contract. Invoices for this Delivery Order are to draw down from that funding.</b></p> <p>(continued)</p>					
18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		
a. NAME <b>US IMMIGRATION &amp; NATZ. SERVICE FINANCE BRANCH</b>		21. MAIL INVOICE TO:		17(h) TOT. (Cont. pages)		
b. STREET ADDRESS (or P.O. Box) <b>425 I STREET, N.W., ROOM 6034</b>				<b>\$2325000.00</b>		
c. City <b>WASHINGTON</b>		d. STATE <b>DC</b>	e. ZIP CODE <b>20536</b>			
22. UNITED STATES OF AMERICA BY (Signature)		23. NAME (Typed) <b>Robert N. Beaty</b> TITLE: CONTRACTING/ORDERING OFFICER				

17. (j) GRAND TOTAL

NAME OF OFFEROR OR CONTRACTOR  
**WANG FEDERAL**

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1	D302 ADP SUPPORT SERVICES  Accounting: 1571217/71RF.221X.X01.00	1	LO	\$1000000.00	\$1000000.00
2	D302 PR# RNB-7-00002 ADP SUPPORT SERVICES  Accounting: SEE BELOW	1	LO	\$546000.00	\$546000.00
3	D302 PR# RNB-7-00003 ADP SUPPORT SERVICES  Accounting: 1571217/71SD.321B.551.53	1	LO	\$80000.00	\$80000.00
4	D302 PR# RNB-7-00004 ADP SUPPORT SERVICES  Accounting: 1571217/71SD.321B.551.52	1	LO	\$449000.00	\$449000.00
5	D302 PR# RNB-7-00005 ADP SUPPORT SERVICES  Accounting: 15X8598/71SD.321S.551.51	1	LO	\$250000.00	\$250000.00

NSN 7540-01-152-8087

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## Task Order and Service Level Agreement 1 – Project Management

### Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS98-001

Date of the Order: 12/08/97

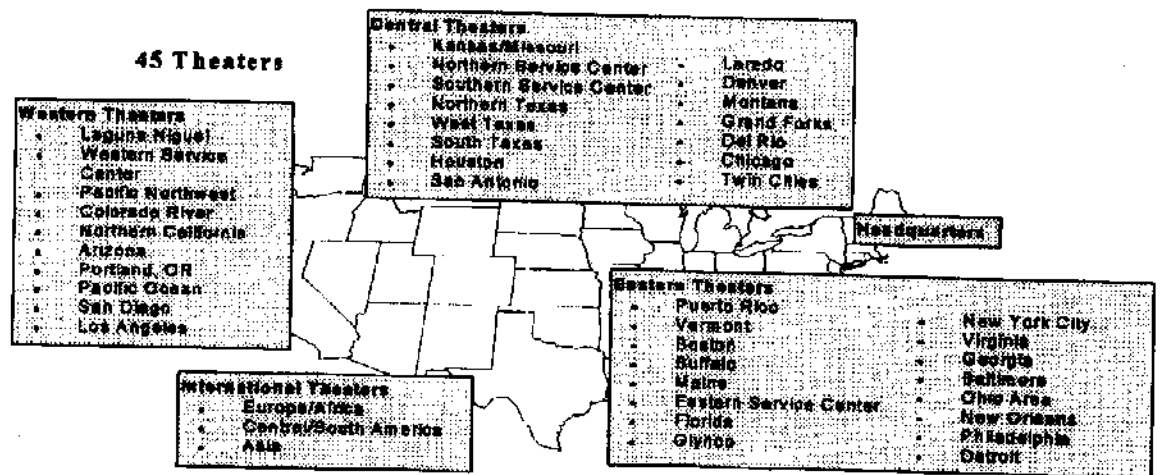
#### 1. Scope

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for Immigration Naturalization Service (INS) Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations, and associated peripherals.

#### 1.1 Background

FOS/HM services are managed through a system of geographical theaters implemented by the Systems Integration Division. Theater management will use matrix resources to quickly and effectively respond to INS needs and priorities. INS Theater managers will assess operational requirements within their Theaters and direct/redirect FOS/HM contract IT resources to meet user needs. Under this organization, each site will receive sufficient FOS/HM services to take care of its workload and needs, regardless of the site's size or geographical location.

The initial ratio of "Users to Support Personnel" for FOS/HM is planned to be 1:100 using 25,000 as the estimated total number of INS personnel to calculate the support ratio. By FY99, the support ratio is planned to be 1:44. Figure 1-1 shows the current 45 FOS/HM theaters. Attachment A lists the sites within each theater. The actual configuration of these theaters may change in response to events or in response to recommendations made by the Contractor and accepted by the Government.



**Figure 1-1: FOS/HM Theaters (Current)**

## 1.2 Objectives

The purpose of this Task Order is to establish contractor Project Management for the administration of FOS/HM. Further, this Task Order will establish the Project Management Plans that will explain in detail how the contractor will manage the effort to meet all program requirements and provide for a seamless integration of services for FOS/HM users.

## 2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.2.

## 3. Requirements

The Contractor shall provide the following, for the Project Management as defined in contract Section C.2. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish the task(s) specified under this order.

**Subtask 1-1 - Contract-Level Project Management. (Contract Section C.2)** The Contractor shall provide a Program Manager (PM) to serve as the focal point for management of the services provided under this contract. The Contractor shall provide a Project Manager for Field Operations Support (FOS) and a Project Manager for Hardware Maintenance (HM). The Contractor shall also provide Technical Managers, as required, to support the various task orders relating to FOS/HM.

The Contractor shall provide a Program Management Plan describing the contractor's understanding of the FOS/HM requirement and explaining how the contractor will manage the effort to meet all requirements. The Program Management Plan shall describe how the contractor will ensure continual coordination between the staffs working on all task orders. Although there are separate task orders for Help Desk, for Second Tier End User Support and Assistance, and for Network Control Center (NCC) management, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. The Program Management Plan shall describe how that seamless coordination will be achieved. On the Government side, the INS will conduct its overall project management through the institution of a FOS/HM Program Management Committee, as described in the FOS/HM Committee Charter, (See Attachment B). The contractor's Program Plan shall describe how it will interface with the FOS/HM Committee.

The Contractor shall provide the required Quality Control (QC) Plan, Maintenance Plan, Contingency Plan, Personnel and Staffing Plan, and Contract Transition Plans. The Contractor shall submit monthly management reports, including progress, status, and financial reports, and participate in management reviews as required by individual task orders.

**Subtask 1-2 Management Planning.** The Contractor shall participate with the INS FOS Project Manager and COTR in planning for future directions of all FOS programs and activities. Planning may include the preparation of feasibility studies, white papers, and other planning documents to be submitted for review by the Government.

**Subtask 1-3 Automated Management Tracking.** Within 90 days of Task Order award, the Contractor shall develop plans to maintain an electronic database of all help desk, operations, technical support, and maintenance activities performed under this contract and to provide for the collection and reporting of statistical information. This database will be installed on an INS Server and be accessible by various INS personnel. Access rights will be identified by the various INS Program Managers. The Contractor shall submit a planning document and recommendations concerning automated tools to be used in this effort and shall recommend formats and content for periodic management reports.



---

**Subtask 1-4 - Transition.** – (Contract Section C.2.1.7) The Contractor shall provide a successful transition (phase in) period as defined in the contract Section C.2.1.7. The Contractor shall become familiar with performance requirements, establish the management organization, and finalize required plans. The Contractor shall begin transition and assume duties in accordance with the approved Transition Plan. The Contractor shall be responsible for the phase-in of contractor personnel and the assumption of ongoing maintenance and operations support in accordance with the phase-in schedule presented in the contractor's Transition Plan. The Contractor shall submit plan updates to the COTR within 15 calendar days of an event necessitating update.

**4. Work Schedule, Period of Performance, Required Completion Date**

The period of performance for Task Order is 17 September 1997 through 30 September 1998. The transition from incumbent FOS/HM contractors may occur in two stages: facility operations support beginning on 17 September 1997 and hardware maintenance at a date to be specified in Task Order 7.

**5. Place of Delivery or Performance**

Work under this Task Order shall be performed at the Contractor's site except in those specific instances in which the Government requires that some portion of the work must be performed at a Government site. Facility costs for performance at the Contractor's site will be proposed by the Contractor and negotiated with the Government prior to movement to that site.

**6. Deliverables**

As stated in the contract Section F.4, the following Deliverables are required with issuance of this Task Order:

1. Management Briefing (10 calendar days after contract award)
2. Project Management Plan (20 calendar days after contract award)
3. Quality Control Plan (20 calendar days after contract award)
4. Maintenance Plan (20 calendar days after contract award)
5. Contingency Plan (20 calendar days after contract award)
6. Personnel and Staffing Plan (20 calendar days after contract award)
7. Contract Transition (Phase-In) Plan (20 calendar days after contract award) -  
The plan will include the contractor's plan of phase-in, performance requirements, organization management, and transition issues
8. Contract Transition Plans (Phase-Out) (20 calendar days after contract award)
9. Management Reports (Monthly)

- 
10. Service Incident Report (Continual) - Description of service provided, to whom, equipment, problem, resolution, etc.
  11. Progress/status reports (per Task Order)
  12. Contractor/Government Meetings shall take place every other Friday at the INS HQ building or as mutually agreed to by the parties. The contractor will be notified of the specific time of the meeting no later than 5 working days before the meeting.
  13. Capacity Plan (Within 30 days of the Government's request) - The Contractor shall provide capacity planning for networks, the mainframe at Department of Justice Data Center (JDC), minicomputers or mid-tier platforms at Headquarters and in field offices, and for distributed microcomputer LAN servers throughout the INS. Once implemented, the Plan will be updated annually or within 15 days of an event necessitating update.
  14. Documentation (as requested)
  15. Periodic Reports:
    - Staffing Report – a weekly report (Wednesdays) listing any vacancies, personnel who have left, new hires, and comparison of actual staff to full Staffing Plan
    - Monthly full Financial Report -- a comprehensive report of personnel hours used, training and other ODCs, and all contract expenditures, in a "burn-rate" report. This report should be current as of the closing date of the previous month.
    - Mid-Monthly Financial Projection Report – a report, to be delivered on the week of the 15<sup>th</sup> of the month, on the projected burn-rate as of Friday of the week of the report. When the 15<sup>th</sup> falls on a Friday or a weekend, delivery of this report may be moved to the week following the week of the 15<sup>th</sup> if the delay is approved in advance by the FOS Program Manager and the Contracting Officer's Technical Representative (COTR).

**Note:** Project Management Plan, Quality Control Plan, Maintenance Plan, Contingency Plans, Personnel and Staffing Plan, and Contract Transition Plans shall be updated within 15 calendar days of an event necessitating update.

#### **7. Security Requirements**

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

#### **8. Other Direct Costs**

The use of other direct costs, such as Travel and Overtime, must be requested by the Contractor site manager and the INS site manager with the approval of the INS Program Manager, and can be authorized only by the COTR. The Contractor will attain prior

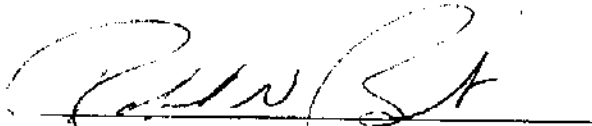
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approval for any overtime greater than 4 hours per occurrence. Procedures for requesting travel and/or overtime approval(s) are contained in the current version of the INS Site Manager's Manual.

**Part II. Service Level Agreement (Deleted by mutual agreement of the contracting parties.)**

[Redacted]						
[Redacted]						

**1. Signatures of the Government and the Contractor's Authorized Representative**



Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR



Immigration & Naturalization Service User Services Representative

Immigration & Naturalization Service End User Representative

---

[Redacted Signature]

Service Provider Contract Representative Signature

[Redacted Signature]

(b)(6)

Service Provider ~~Contract~~ Representative Signature

Attachments:

- A. FOS/HM Theaters and Local Sites
  
- B. Charter for FOS/HM Board of Directors

**ATTACHMENT A: FOS/HM THEATERS AND LOCAL SITES (CURRENT)**

**FOS EAST**

BAND	CROSS	TABLE OF	NUMBER	NUMBER	1 : 100	CURRENT	IN THE
11/20/97	ref	ORGANIZ.	OF	OF	RATIO	FOS	QUEL
	NUMB	SITE	5/27/97	CONTRACTORS	TERM	DEPLOYMENT	E
					EMPLOYEES		
		FLORIDA	1,151				
1	1	MIAMI DO	592			6	4 3
1+	1.1	Miami DO IHP	0			0	0 0
1+	1.2	Tampa SO IHP	0			0	0 1
1+	1.3	Jacksonville SO IHP	0			0	0 1
1	2	Krome SPC	185			2	2 0
1	3	MIAMI BPS	59			1	0 0
1	4	Miami (Pembroke) Sta	0			0	0 0
2	59	MIAMI ASYLUM	71			1	1 0
6 MIP	193	West Palm Beach Sta (MIP)	9			0	0 0
6 MIA	194	West Palm Beach SO (MIA)	16			0	0 0
6	194.1	West Palm Beach AP	0			0	0 0
6	194.2	West Palm Beach GAF	0			0	0 0
6	194.3	West Palm Beach Support	0			0	0 0
6 MIA	195	Tampa SO (MIA)	55			1	0 0
6 MIA	198	Jacksonville SO (MIA)	27			0	0 0
6+	198.1	Orlando SO	0			0	1 1
7 MIA	208	MIAMI (HQ OCDETF)	13			0	0 0
7 MIA	209	MIAMI (HQ OGC)	0			0	0 0
7 MIA	210	FREEPORT (PRE)	0			0	0 0
7 MIA	211	NASSAU (PRE)	25			0	0 0
7 MIA	212	CAPF CANAVERAL	4			0	0 0
7 MIA	213	FORT PIERCE	0			0	0 0
7 MIA	214	FORT LAUDERDALE	33			0	0 0

7 MIA	215	PANAMA CITY	1			0	0	0
7 MIA	216	KEY WEST	8			0	0	0
7 MIA	217	MIAMI AP	0			0	1	0
7 MIA	218	MIAMI SEAPORT	0			0	0	0
7 MIA	218.1	ST. PETERSBURG AIRPORT	0			0	0	0
7 MIA	219	FT LAUDERDALE-HOLLYWOOD AP	0			0	0	0
7 MIA	219.1	FT. LAUDERDALE - GAF	0			0	0	0
7 MIA	219.2	FT. LAUDERDALE - EXEC	0			0	0	0
7 MIA	220	PORT EVERGLADES	0			0	0	0
7 MIA	221	ORLANDO AP	0			0	0	0
7+MIA	221.1	Orlando FL SO / IHP	0			0	0	0
7 MIP	222	JACKSONVILLE	7			0	0	0
7 MIP	223	ORLANDO	11			0	0	0
7 MIP	224	TAMPA	7			0	0	0
7 TAM	840	TAMPA AP	0			0	0	0
7 JAC	841	JACKSONVILLE SEAPORT	0			0	0	0
		NEW YORK CITY AREA	2,428					
2	53	NEW YORK ASYLUM	89			1	1	0
2	54	NEWARK ASYLUM	99			1	1	0
3	93	NEW YORK DO	1,234			12	7	4
3+	93.1	New York DO IHP	0			0	0	0
	94	MANHATTAN LEGALZ	0			0	0	0
	95	NYC VARRICK ST SPC	222			2	1	1
	96	BROOKLYN CITZ	35			0	0	0
	97	JFK AREA CONTRACT DETENTION	0			0	0	0
	97.1	Ulster Prison IHP	0			0	1	0
	97.2	Downstate Prison IHP	0			0	0	0
4	113	NEWARK DO (351)	283			3	3	1
	113.1	Newark Investigations (I-9)	0			0	0	0
	114	ELIZABETH, NJ. CONTRACT DETENTION	21			0	0	0
6	205	NY Telephone Center	0			0	0	0
7 NYC	299	NYC (HQ OGC)	0			0	0	0
7 NYC	300	NYC (HQ OCDEF)	11			0	0	0
7 NYC	301	NYC KENNEDY AP	385			4	0	3
7 NYC	302	NYC SEAPORT	0			0	0	0
7 NYC	303	BROOKLYN D&D	2			0	0	0
7 NYC	304	HAMILTON (PREI)	0			0	0	0
7 NYC	305	DOWNSTATE PRISON	0			0	0	0
7 NYC	306	ULSTER PRISON	0			0	0	0
7 NYC	307	NEWBURGH AP	0			0	0	0
7 NEW	393	NEWARK (HQ OGC)	0			0	0	0
7 NEW	393.1	NEWARK INTERNATIONAL AP	0			0	0	0
7 NEW	391	CAMDEN	47			0	0	0
7 NEW	392	MCGUIRE AFB	0			0	0	0
		VIRGINIA	287					
4	58	ARLINGTON ASYLUM (298)	43			0	1	0

4 WAS	105	Norfolk SO (WAS)	28			0	0	0
4	112	WASHINGTON DO	100			2	2	0
4+	112.1	Washington Invesl (Alex)	0			0	0	0
4+	112.2	Board of Immig Appeals (Ar)	0			0	0	0
7 NOR	330	NORFOLK SEAPORT	0			0	0	0
7 WAS	380	WASH DO (HQ OGC)	19			0	0	0
7 WAS	390	ALEXANDRIA (HQ OGC)	0			0	0	0
7 WAS	390	WASH DULLES AP	0			0	0	0
		GEORGIA	254					
4	101	ATLANTA DO	183			2	2	0
8 ATL	170	Charlotte SO (ATL)	40			0	0	1
7 ATL	310	ATLANTA (HQ OGC)	9			0	0	0
7 ATL	317	ATLANTA AP (HARTSFIELD)	0			0	0	0
7 ATL	318	BIRMINGHAM	1			0	0	0
7 ATL	319	CHARLESTON	10			0	0	0
7 ATL	320	MOBILE	1			0	0	0
7 ATL	321	RALEIGH	3			0	0	0
7 ATL	322	SAVANNAH	3			0	0	0
7 ATL	323	WILMINGTON	1			0	0	0
7 ATL	324	TALLADEGA (DETR)	3			0	0	0
7+ATL	324.1	Charlotte-Douglas AP	0			0	0	0
		DETROIT	308					
4	107	DETROIT DO	108			1	2	1
4+	107.3	Detroit City AP	35			0	0	0
8	160	DETROIT BPS	41			0	0	0
8	170	DETROIT	0			0	0	0
7 DET	340	DETROIT (HQ OGC)	0			0	0	0
7 DET	341	DETROIT (HQ OGDTR)	0			0	0	0
7 DET	342	ALGONAC	3			0	0	0
7 DET	343	DETROIT WAYNE AP	0			0	0	0
7 DET	344	DETROIT TUNNEL	30			0	0	0
7 DET	345	DETROIT BRIDGE	27			0	0	0
7 DET	348	DETROIT OCTF	0			0	0	0
7 DET	347	MARINE CITY	12			0	0	0
7 DET	348	PORT HURON	27			0	0	0
7 DET	349	ROBERTS LANDING	0			0	0	0
7 DET	350	SAULT STE MARIE	18			0	0	0
7 DTM	580	GRAND RAPIDS	3			0	0	0
7 DTM	580	PORT HURON	0			0	0	0
7 DTM	590	SAULT STE MARIE	0			0	0	0
7 DTM	591	TRENTON	6			0	0	0
		BALTIMORE	166					
4	109	BALTIMORE DO	152			2	2	0
4+	109.2	Wicomico Jc.I	0			0	0	0
4+	109.3	Dorchester IHP	0			0	0	0
4+	109.4	Caton, MD	0			0	0	0



4+	112.3	Andrew AFB	0			0	0	0
7 BAL	351	BALTIMORE (HQ CGC)	13			0	0	0
7 BAL	352	BALTIMORE BVI AP	0			0	0	0
7 BAL	353	PINEY POINT	0			0	0	0
7 BAL	354	BALTIMORE (HQ OCDETF)	0			0	0	0
7 BAL	355	FT MEADE	1			0	0	0
		PHILADELPHIA	258					
3+	98.2	Allanwood, PA IHP	25			0	0	0
5	128	PHILADELPHIA DO	233			2	1	1
6 PHI	178	Pittsburgh SO (PHI)	0			0	0	0
7 COW	411	ALTOONA, PA (NATL FIREARMS UNIT)	0			0	5	0
7 PHI	438	PHILADELPHIA AP	0			0	0	0
7 PHI	437	DOVER AFB	0			0	0	0
7 PIT	631	PITTSBURGH AP	0			0	0	0
7 PIT	632	ERIE	0			0		
		OHIO AREA	95					
4	111	Cincinnati SO (CLE)	27			0	0	0
5	130	CLEVELAND DO	61			1	1	0
7	328.1	Cincinnati AP	0			0	0	0
7 CLE	443	CLEVELAND AP	2			0	0	0
7 CLE	444	COLUMBUS	1			0	0	0
7 CLE	445	SANOUSKY	2			0	0	0
7 CLE	446	TOLEDO	1			0	0	0
7 CLE	447	CLEVELAND OCTF	1			0	0	0
		SAN JUAN, PR	337					
5	134	SAN JUAN DO	188			2	0	2
		135	AGUADILLA SPC	24		0	0	0
5	136	MAYAGUEZ BPS	0			0	0	0
5	137	Ramy Sta	46			0	0	0
6+	185.1	Charlotte Amalie SO	38			0	0	0
7 SAJ	328	CHRISTIANSTED, ST CROIX	20			0	0	0
7 SAJ	329.1	ST. THOMAS, VI AP	0			0	0	0
7 SAJ	330	CRUZ BAY, ST JOHN	2			0	0	0
7 COW	330	SAN JUAN (HQ INTEL OPS)	0			0	0	0
7 SAJ	458	MAYAGUEZ	5			0	0	0
7 SAJ	460	PONCE	2			0	0	0
7 SAJ	481	SAN JUAN AP	0			0	0	0
7 SAJ	482	ROOSEVELT ROADS	2			0	0	0
		VERMONT	185					
5	138	SWANTON BPS	58			1	0	0
5	138	Rouses Point Sta	0			0	0	0
		140	SWANTON STA	9		0	0	0
6	175	St Albans SO	0			0	0	0
8	204	EASTERN REGION	70			1	0	0
8.1	204.1	Admin Center, Burlington	0			0	5	0

7 COW	408	BURLINGTON (NATL CRIM ALIEN TRACK CTR)	0			0	0	0
7 SWB	463	BEECHER FALLS	4			0	0	0
7 SWB	464	CHAMPLAIN	17			0	0	0
7 SWB	465	DERBY LINE	0			0	0	0
7 SWB	466	MALONE (BURKE)	0			0	0	0
7 SWB	467	MASSENA	8			0	0	0
7 SWB	468	NEWPORT	9			0	0	0
7 SWB	469	OGDENSBURG	5			0	0	0
7 SWB	470	RICHFORD	5			0	0	0
7 POM	589	WILLISTON	0			0	0	0
7 POM	600	ALBURG	0			0	0	0
7 POM	601	ALBURG SPRINGS	0			0	0	0
7 POM	603	BEEBE PLAIN	0			0	0	0
7 POM	604	BEECHER FALLS	0			0	0	0
7 POM	607	CANAAN	0			0	0	0
7 POM	609	DERBY LINE	0			0	0	0
7 POM	613	HIGHGATE SPRINGS	0			0	0	0
7 POM	619	NORTH TROY	0			0	0	0
7 POM	619.1	EAST RICHFORD, VT	0			0	0	0
7 POM	619.2	WEST BERKSHIRE, VT	0			0	0	0
7 POM	619.3	ST. ALBANS, VT	0			0	0	0
7 POM	619.4	PINNACLE ROAD, VT	0			0	0	0
7 POM	620	NORTON	0			0	0	0
7 POM	621	PITTSBURG	0			0	0	0
7 POM	622	RICHFORD	0			0	0	0
		BOSTON	321					
4+	104.1	Boston District Counsel	0			0	0	0
4+	104.4	Danbury CT IHP	0			0	0	0
6	150	BOSTON DO	217			2	0	2
6	151	BOSTON SPC	0			0	0	0
6 BOS	188	Hartford SO (BOS)	75			1	0	1
6 BOS	169	Providence SO (BOS)	29			0	0	0
7 BOS	489	BOSTON (HQ OCDET)	0			0	0	0
7 BOS	500	BOSTON-LOGAN AP	0			0	0	0
7 BOS	501	BOSTON (HQ OCC)	0			0	0	0
7 BOS	502	LEBANON	0			0	0	0
7 HAR	635	HARTFORD BRADLEY AP	0			0	0	0
7 HAR	636	NEW HAVEN	0			0	0	0
		BUFFALO	458					
6	152	BUFFALO DO	127			1	1	3
6+	161.1	Buffalo SPC	0			0	0	0
6	153	BUFFALO OPS (45)	15			0	0	0
	154	BUFFALO	12			0	0	0
6 BUF	197	Albany SO (BUF)	24			0	0	0
7 BUF	503	BUFFALO (HQ ENF)	0			0	0	0

7 BUF	504	CHAMPLAIN	34			0	0	0
7 BUF	505	CHATEAUGAY	0			0	0	0
7 BUF	506	FORT COVINGTON	1			0	0	0
7 BUF	507	LEWISTON	0			0	0	0
7 BUF	508	MASSENA	7			0	0	0
7 BUF	509	MOERS	0			0	0	0
7 BUF	510	MONTREAL (PRE)	34			0	0	0
7 BUF	511	NIAGARA FALLS	48			0	0	0
7 BUF	512	OGDENSBURG	7			0	0	0
7 BUF	513	PEACE BRIDGE	30			0	0	0
7 BUF	514	ROUSES POINT	0			0	0	0
7 BUF	515	ROOSEVELTOWN	0			0	0	0
7 BUF	516	THOUSAND ISLANDS	12			0	0	0
7 BUF	517	TORONTO (PRE)	81			1	0	0
7 BUF	518	SYRACUSE	4			0	0	0
7 BUF	519	TROUT RIVER	3			0	0	0
7 BUN	520	FULTON	5			0	0	0
7 BUN	521	NIAGARA FALLS	9			0	0	0
7 BUN	522	WATERTOWN	4			0	0	0
		NEW ORLEANS	360					
3+	98.1	Oakdale, LA IHP	0			0	0	0
3+	98.3	New Orleans Dist Counsel	5			0	0	0
3+	98.4	Oakdale Counsel	0			0	0	0
6	155	NEW ORLEANS DO (288)	110			1	0	1
6	156	Oakdale SPC	108			1	1	0
6	157	Louisville SO	15			0	0	0
6	158	Memphis SO	37			0	0	1
6	159	NEW ORLEANS SPS (70)	21			0	0	0
	160	NEW ORLEANS	12			0	0	0
7 NOL	526	BATON ROUGE	10			0	0	0
7 NOL	530	GULFPORT	11			0	0	0
7 NOL	531	LAKE CHARLES	9			0	0	0
7 NOL	532	NEW ORLEANS AP	0			0	0	0
7 NOL	533	PINEVILLE (HQ D&D)	0			0	0	0
7 NOL	533.1	NASHVILLE AP	0			0	0	0
7 NLL	534	BATON ROUGE	0			0	0	0
7 NLL	535	GULFPORT	0			0	0	0
7 NLL	536	LAKE CHARLES	0			0	0	0
7 NLL	537	LITTLE ROCK	10			0	0	0
7 NLL	538	MOBILE	7			0	0	0
		MAINE	236					
6	174	PORTLAND ME DO (184)	89			1	0	1
6	176	HOULTON SPS	42			0	0	0
	177	HOULTON	12			0	0	0
7 POM	602	BANGOR	4			0	0	0

7 POM	805	BRIDGEWATER	2			0	0	0
7 POM	806	CALAIS	7			0	0	0
7 POM	808	COBURN GORE	3			0	0	0
7 POM	810	FORT FAIRFIELD	5			0	0	0
7 POM	811	FORT KENT	5			0	0	0
7 POM	812	HAMLIN	0			0	0	0
7 POM	814	HOLULTON	0			0	0	0
7 POM	815	JACKMAN	2			0	0	0
7 POM	816	LIMESTONE	2			0	0	0
7 POM	817	LUBEC	2			0	0	0
7 POM	818	MADAWASKA	10			0	0	0
7 POM	823	ST AURELIE	0			0	0	0
7 POM	824	VAN BUREN	0			0	0	0
7 POM	825	VANCEBORD	3			0	0	0
7 POM	825.1	EASTPORT, MAINE	0			0	0	0
7 POM	825.2	PORTLAND FERRY, MAINE	0			0	0	0
7 POM	825.3	SAR HARBOR, MAINE	0			0	0	0
7 HLT	826	CALAIS	15			0	0	0
7 HLT	827	FT. FAIRFIELD	5			0	0	0
7 HLT	828	JACKMAN	6			0	0	0
7 HLT	829	RANGELY	2			0	0	0
7 HLT	830	VAN BUREN	5			0	0	0
		Vermont Svc Center	575				0	
0	200	VERMONT SERVICE CENTER	575			6	7	2
		Totals =	7,400			62	50	31

**FOS CENTRAL**

BAND	cross		Table of Organz.	NUMBER OF CONTRACTORS	NUMBER OF TERM EMPLOYEES	1.100 RATIO	CURRENT FOS DEPLOYMENT	IN THE QUEUE
11/28/97	ref	SITE	5/27/97					
	numb							
		WEST TEXAS	2,585					
1	20	EL PASO DO	127			5	1	1
1	21	El Paso GPC	138			0	0	0
	22	EL PASO (HQ AIR OPS)	13			4	0	0
		EP PASO FLIGHT INST.	3			1	0	0
	23	EL PASO DEL NORTE BR	0			0	0	0
	24	COLUMBUS	10			0	0	0
	25	YSLETA	0			0	0	0
1	26	EL PASO BPS	1,108			11	5	1
1	27	El Paso Sta	263			1	3	0
1	28	Las Cruces Sta	111			1	0	0
1	29	Ysleta Sta	172			2	0	0

1	30	Deming Sta	72			1	0	0
1	31	Alamogordo Sta	65			1	0	0
1	32	Fabens Sta	31			0	0	0
	33	SILVER CITY	2			0	0	0
2	63	MARFA BPS (205)	51	1	6	1	1	0
2+	63.1	Marfa Air Ops	0			0	0	0
2+	63.2	Marfa Checkpoint 67	0			0	0	0
2	64	Alpine Sta	28			0	0	0
2+	64.1	Alpine Chkpt 116	0			0	0	0
2+	64.2	Alpine Chkpt 365	0			0	0	0
2	65	Marfa Sta	25			0	0	0
2	66	Sierra Blanca Sta	30		1	0	0	0
2+	66.1	Big Spring, TX (IHP)	0			0	0	0
2+	66.2	La Tuna IHP (Anthony, TX)	0			0	0	0
2+	66.3	Sierra Blanca Checkpoint	0			0	0	0
3+	66.5	El Paso Spec Const Ctr	0			0	0	0
6 ELP	191	Albuquerque SO (ELP)	31			0	0	0
7 HQ	236	ARTESIA (HQ TRNG)	0			0	0	0
7 ELP	237	EL PASO (HQ OGC)	0			0	0	0
7 ELP	238	EL PASO (HQ ASSET FORF)	0			0	0	0
7 ELP	239	EL PASO AP	0			0	0	0
7 ELP	240	EL PASO BR OF AMERICAS	0			0	0	0
7 ELP	241	FABENS	10			0	0	0
7 ELP	242	FT HANCOCK	4			0	0	0
7 ELP	243	ARTESIA (ELP)	1			0	0	0
7 ELP	244	EL PASO INTELLIGENCE CENTER (HQ)	0			0	0	0
7 ELP	245	PRESIDIO	12			0	0	0
7 EPT	246	ALBUQUERQUE	30			0	0	0
7 EPT	247	CARLSBAD	10			0	0	0
7 EPT	248	FORT HANCOCK	25			0	0	0
7 EPT	249	LORDSBURG	28			0	0	0
7 EPT	250	SIERRA BLANCA	0			0	0	0
7 EPT	251	TRUTH OR CONSEQUENCES	14			0	0	0
7 MAR	276	AMARILLO	4			0	0	0
7 MAR	277	BIG BEND NATL PARK	2			0	0	0
7 MAR	278	FORT STOCKTON	2		1	0	0	0
7 MAR	279	LUBBOCK	9			0	0	0
7 MAR	#REF!	PECOS	4		1	0	0	0
7 MAR	#REF!	PRESIDIO	20			0	0	0
		MIDLAND	7			0	0	0
7 MAR	#REF!	SANDERSON	6			0	0	0
7 MAR	#REF!	VAN HORN	12			0	0	0
7 SNA	697	AJAREZ LINCOLN BR	0			0	0	0
7 ABC	697	SANTA THERESA	118			1	0	0
		SOUTH TEXAS	1,204					

ATTACHMENT 1.

2	40	McALLEN BPS (536)	63		1	1	2	0
2+	40.1	McAllen Air Ops	6			0	0	0
2+	40.2	McAllen ASU	9			0	0	0
2	41	Brownsville Sta	168			2	0	0
2+	41.1	Brownsville ASU	9			0	0	0
2	43	Falfurrias Sta & Ckpt	52			1	0	0
2	44	Harlingen Sta	95	1		1	0	0
2	45	Kingville Sta & Ckpt	82	1		1	0	0
2	46	McAllen Sta	83	1		1	0	0
2	47	Mercedes Sta	57			1	0	0
2	48	Port Isabel Sta	19			0	0	0
2	49	Rio Grande City Sta	40			0	0	0
2	50	HARLINGEN DO (471)	100	4	15	1	2	0
	51	PORT ISABEL SPC	134	58	3	1	0	0
2	52	Brownsville SO	74			1	0	0
7MCA	257.1	McAllen Airport	0			0	0	0
7 HAR	258	HARLINGEN (HQ OGC)	0			0	0	0
7HAR	258.1	Brownsville Gateway	71		1	0	0	0
7HAR	258.2	Brownsville B&M	0			0	0	0
7HAR	258.3	Brownsville Airport	0			0	0	0
7HAR	258.4	Pharr POE	0			0	0	0
7 HAR	259	FALCON HEIGHTS	0			0	0	0
7 HAR	260	LOS INDIOS	0			0	0	0
7 HAR	261	HARLINGEN POE	0			0	0	0
7 HAR	261.1	HARLINGEN AP	0			0	0	0
7 HAR	262	HIDALGO	78	2	2	0	0	0
7 HAR	263	LOS EBANOS	0			0	0	0
7 HAR	264	PROGRESO	30		1	0	0	0
7 HAR	265	RIO GRANDE CITY	0			0	0	0
7 HAR	266	ROMA	32		1	0	0	0
		HOUSTON AREA	526					
2	60	HOUSTON ASYLUM	31			0	1	0
4+	105.1	Huntsville TX IHP	33			0	0	0
4+	107.1	Houston District Counsel	25			0	0	0
5	127	HOUSTON DO (356)	284	36		3	1	2
5	128	HOUSTON D&D SPC?	30			1	0	0
6+	182.1	HUNTSVILLE SO	29			0	0	0
7 HOU	435	HOUSTON (HQ OGC)	22	1		0	0	0
7 HOU	439	HOUSTON (HQ OCDETF)	18			0	0	0
7 HOU	440	GALVESTON	4			0	0	0
7 HOU	441	HOUSTON AP	50			0	0	0
7 HOU	442	PORT ARTHUR	3			0	0	0
		LAREDO	837					
2	61	LAREDO BPS	23			1	3	0
		ADMINISTRATIVE	14			0	0	0

		ELECTRONICS SE	11			0	0	0
		VEHICLE REPAIR	12	2		0	0	0
		DETENTION SERV	14			0	0	0
		INTELLIGENCE ST	7			0	0	0
		ASU	13			0	0	0
2+	81.1	Laredo Air Ops	11			0	0	0
2+	81.2	Laredo Checkpoint	0			0	0	0
2	82	Cobulla Sta	34			0	0	0
2	83	Freer Sta	38			0	0	0
2+	83.1	Freer Checkpoint	52			0	0	0
2	84	Habronville Sta	64			1	0	0
		SAN ANTONIO ST	0			0	0	0
		DALLAS STA	2			0	0	0
2+	84.1	Habronville Chkpt 358 (40)	6			0	0	0
2+	84.2	Habronville Checkpoint 18	88			0	0	0
2+	84.3	Habronville Chkpt 1017	0			0	0	0
2	85	Laredo North (del Mar)	0			1	0	0
2	88	Laredo South Sta	150			1	0	0
5+	118	LAREDO SPC	109			0	0	0
7 LRT	288	ZAPATA	0			0	0	0
7 SNA	367.1	LAREDO-CONVENT STREET	3			0	0	0
7 SNA	400	LAREDO	0			0	0	0
7 SNA	400.1	LAREDO - BRIDGE 1	0			0	0	0
7 SNA	400.2	LAREDO COLUMBIA BRIDGE	0			0	0	0
7 SNA	401	LAREDO ASU	0			0	0	0
		DEL RIO	825					
2	67	DEL RIO BPS	0			0	4	0
2	68	Brackettville Sta	0			0	0	0
2	69	Carrizo Springs Sta	54			1	0	0
2	70	Del Rio Sta	65			1	0	0
2	71	Eagle Pass Sta	106			1	0	0
		EAGLE PASS ASU	141	3		0	0	0
		ABILENE	11			0	0	0
		ABILENE ASU	3			0	0	0
		ABILENE DEO	2			0	0	0
		CARRIZO SPRINGS DEO	0			0	0	0
		DEL RIO ASU	0			0	0	0
		ROCKSPRINGS ST	7	1		0	0	0
		SAN ANGELO AS	8			0	0	0
		SAN ANGELO DE	18			0	0	0
		UVALDE STA	11			0	0	0
		DEL RIO HQ	3			0	0	0
2	72	San Angelo Sta	47			0	0	0
7 DRT	271	COMSTOCK	97	10		0	0	0
7 LRT	272	LLANO	18			0	0	0

7 SNA	385	AMISTAD DAM	35			0	0	0
7 SNA	388	DEL RIO	1			0	0	0
7 SNA	398	EAGLE PASS	0			0	0	0
		KANSAS/MISSOURI	101					
3	88	KANSAS CITY DO	84			1	0	0
8 KAN	182	ST LOUIS SO (KAN)	80		1	0	0	0
7 KAN	280	WICHITA	37		1	0	0	0
7 KAN	291	Kansas City (HQ OGC)	0			0	0	0
7 KAN	291.1	Kansas City IAP	0			0	0	0
7 STL	636	ST LOUIS LAMBERT AP	0			0	0	0
7 STL	638	ST LOUIS OCTF	0			0	0	0
		CHICAGO	628					
2	57	CHICAGO ASYLUM	31			0	0	0
4	102	CHICAGO DO	208	34	25	4	4	1
4+	102.1	Cook County Court	4			0	0	0
4+	102.2	Manion Prison	1			0	0	0
4+	102.3	Joliet Prison	2			0	0	0
4+	102.4	Chicago (HQ ODETF)	1			0	0	0
		CHICAGO OUSA	18	6	67	0	0	0
4+	102.5	Chicago DO IHP	0			0	0	0
4+	103	BROADVIEW SPC	0			0	0	0
4+	103.1	Springfield IL IHP	0			0	0	0
8 CHI	181	Indianapolis SO (CHI)	24			0	0	0
8 CHI	182	Milwaukee SO (CHI)	22			0	0	0
7 CHI	325	CHICAGO (HQ OGC)	0			0	0	0
7 CHI	326	CHICAGO OHARE AP	104			1	0	0
7 CHI	327	CHICAGO OCTF	0			0	0	0
7 CHI	328	SPRINGFIELD	7			0	0	0
		TWIN CITIES, MN	313					
4+	104.2	Central Regional Counsel	0			0	0	0
4	110	ST PAUL DO	88			1	0	0
8	206	Admin Center, Twin Cities	121	4	22	0	4	0
7 SPM	356	AMBROSE	0			0	0	0
7 SPM	357	ANTLER	1		1	0	0	0
7 SPM	358	BAUDETTE	2		0	0	0	0
7 SPM	359	CRANE LAKE	0		1	0	0	0
7 SPM	360	DULUTH	2		2	0	0	0
7 SPM	361	DUNSEITH	1		2	0	0	0
7 SPM	362	ELY	0		1	0	0	0
7 SPM	363	GRAND PORTAGE	3		4	0	0	0
7 SPM	364	HANNAH	1		0	0	0	0
7 SPM	365	HANSBORO	1		0	0	0	0
7 SPM	366	INTERNATIONAL FALLS	8		5	0	0	0
7 SPM	367	LANCASTER	1		0	0	0	0
7 SPM	368	MAIDA	1		0	0	0	0



7 SPM	369	MINNET PAUL AP	30		7	0	0	0
7 SPM	370	CARBURY	30		7	0	0	0
7 SPM	371	FORTUNA	1		0	0	0	0
7 SPM	372	MINOT	0		0	0	0	0
7 SPM	373	NECHE	1		0	0	0	0
7 SPM	374	NOONAN	1		0	0	0	0
7 SPM	375	NORTHGATE	1		0	0	0	0
7 SPM	376	HOYES	1		0	0	0	0
7 SPM	377	PINE CREEK	13		5	0	0	0
7 SPM	378	PORTAL	1		0	0	0	0
7 SPM	379	ROSEAU	8		4	0	0	0
7 SPM	380	SAINT JOHN	1		0	0	0	0
7 SPM	381	SARLES	1		0	0	0	0
7 SPM	382	SHERWOOD	1		0	0	0	0
7 SPM	383	WALHALLA	1		0	0	0	0
7 SPM	384	WARROAD	1		0	0	0	0
7 SPM	386	WESTHOPE	1		0	0	0	0
7 SPM	388	WINNIPEG (PRE)	1		0	0	0	0
7 SPM	387	FARGO	8		2	0	0	0
		<b>SAN ANTONIO</b>	<b>734</b>					
2	42	Corpus Christi Sta	3			0	0	0
2	73	Uvalde Sta	0			0	0	0
2+	73.1	Air Operations	0			0	0	0
2+	73.2	Checkpoint HWY 277	0			0	0	0
2+	73.3	Checkpoint HWY 57	0			0	0	0
2+	73.4	Checkpoint HWY 80a	0			0	0	0
2+	86.1	Big Spring, TX IHP	0			0	0	0
5	117	SAN ANTONIO DO	0			4	2	0
7 LRT	269	SAN ANTONIO	401			2	0	0
7 SNA	384	SAN ANTONIO (HQ OGC)	0			0	0	0
7 SNA	398	CORPUS CHRISTI	148	3	3	0	0	0
7 SNA	402	SAN ANTONIO AP	1			0	0	0
7 SNA	403	AUSTIN (INV)	9			0	0	0
		EDEB IHP	8			0	0	0
		LAREDO POE	11			0	0	0
		DEL RIO POE	119		1	0	0	0
		EAGLE PASS POE	36			0	0	0
		<b>NORTHERN TEXAS</b>	<b>347</b>					
5	133	DALLAS DO	225			2	1	0
6 DAL	187	Oklahoma City SO (DAL)	29			0	0	0
6	203	CENTRAL REGION OFFICE	85			1	0	0
6+	203.1	Admin Center, Dallas	0			0	3	1
7 LRT	287	DALLAS (Euleas)	0			0	0	0
7 DRT	270	ABILENE	0			0	0	0
7 COW	410	DALLAS (IMMIG CARD FACIL)	0			0	0	0

7 DAL	457	DALLAS (HQ DGC)	8			0	0	0
7 DAL	458	DALLAS DFW AP	0			0	0	0
7 NLL	538	MIAMI OK	0			0	0	0
		DENVER	198					
5	148	DENVER DO	152			2	0	1
	147	AURORA, CO. CONTRACT DETENTION	0			0	0	0
8 DEN	184	Salt Lake City SO (DEN)	35			0	0	0
8	184.1	Salt Lake City AP	0			0	0	0
7 DEN	478	DENVER (HQ DCDTEF)	1			0	0	0
7 DEN	477	ALAMOSA	0			0	0	0
7 DEN	478	CASPER	3			0	0	0
7 DEN	479	DENVER STAPLETON AP	0			0	0	0
7 DEN	480	GRAND JUNCTION	3			0	0	0
7 DEN	481	PUEBLO	2			0	0	0
		MONTANA	208					
5	148	HELENA DO	0			1	0	0
8	187	HAVRE BPS (51)	115			0	0	0
	188	HAVRE	17	14		0	0	0
8 HEL	185	Sweetgrass SO (HEL)	6			0	0	0
8 HEL	186	Boise SO (HEL)	0			0	0	0
7 HEL	482	WHITTAIL	1			0	0	0
7 HEL	483	CHIEF MOUNTAIN	0			0	0	0
7 HEL	484	DEL BONITA	1			0	0	0
7 HEL	485	GREAT FALLS	0			0	0	0
7 HEL	486	PEGAN	2			0	0	0
7 HEL	487	WILD HORSE	1			0	0	0
7 HEL	488	MISSOULA	0			0	0	0
7 HEL	489	IDAHO FALLS	5			0	0	0
7 HEL	490	MORGAN	1			0	0	0
7 HEL	491	OPHEIM	1			0	0	0
7 HEL	492	RAYMOND	3			0	0	0
7 HEL	493	SCOBEY	1			0	0	0
7 HEL	494	ROOSVILLE	3			0	0	0
7 HEL	495	TURNER	1			0	0	0
7 HEL	496	CALGARY (PREI)	19			0	0	0
7 HEL	497	EDMONTON (PREI)	10			0	0	0
7 HEL	498	WILLOW CREEK	1			0	0	0
7 HVM	580	BILLINGS	4			0	0	0
7 HVM	581	MALTA	2			0	0	0
7 HVM	582	PLENTYWOOD	3			0	0	0
7 HVM	583	SCOBEY	2			0	0	0
7 HVM	584	SHELBY	4			0	0	0
7 HVM	585	ST MARY	2			0	0	0
7 HVM	586	SWEETGRASS	3			0	0	0
7 HVM	587	TWIN FALLS	8			0	0	0

7 BCI	634	BOISE OCTF	0			0	0	0
		GRAND FORKS	50					
8	172	GRAND FORKS BPS	20			0	0	0
	173	GRAND FORKS	4			0	0	0
7 GFN	582	BOTTINEAU	5			0	0	0
7 GFN	583	DULUTH	4			0	0	0
7 GFN	584	GRAND MARIAS	4			0	0	0
7 GFN	585	INTERNATIONAL FALLS	2			0	0	0
7 GFN	586	PEMBINA	3			0	0	0
7 GFN	587	PORTAL	4			0	0	0
7 GFN	588	WARRROAD	4			0	0	0
8	109	TEXAS SERVICE CTR	347			3	7	0
		Nebraska Svc Center	502					
4+	104.3	Nebraska Svc Ctr Counsel	222			0	10	0
5	126	OMAHA DO	46	331	3	0	0	0
8	201	NEBRASKA SERVICE CTR	544			5	9	1
		TOTALS =	9,164			74	60	8

FOS WEST

BAND	cross		Table of	NUMBER	NUMBER	1 : 100	CURRENT	IN THE
11/28/97	ref	SITE	Organ iz	OF	OF	RATIO	FOS	QUEU
	numb		5/27/97	CONTRACTORS	TERM		DEPLOYMENT	E
					EMPLOYEES			
		SAN DIEGO (4,000+)	3,984					
1	5	SAN DIEGO DO	972			10	6	3
1+	6.1	San Diego DO IHP	4			0	0	0
1	7	SAN DIEGO BPS	488			5	8	3
1	8	Chula Vista Sta	420			4	0	3
1	9	Imperial Beach Sta	448			4	0	2
1	10	Brown Field Sta	454			5	1	1
1+	11	Kearney Mesa ASU	0			0	0	0
1+	12	SPRING VALLEY ASU	21			0	0	0
1+	12.1	BOULEVARD STATION	0			0	0	0
1+	13	CAMPO	229			2	0	0
1+	14	EL CAJON	183			2	0	2
1+	16	SAN MARCOS	11			0	0	0
1+	17	TEMECULA	130			1	0	1
1+	17.1	TEMECULA CHECKPOINT	15			0	0	0
6SND	190	National City SO (SND)	0			0	0	0
8	190.2	SND Investigations (Court)	0			0	0	0
8	190.3	SND Attorney Annex (EAR)	0			0	0	0
7SND	226	SAN DIEGO (HQ ODETF)	0			0	0	0
7SND	226	SAN DIEGO (HQ OGC)	31			0	0	0
7SND	227	SAN DIEGO AP (LINDBERGH)	0			0	0	0
7 SND	228	SAN YSIDRO	383			4	0	1
7SND	229	OTAY MESA	0			0	0	0
7SND	229.1	OTAY MESA Command Pacif	0			0	0	0
7SND	230	TECATE	0			0	0	0
		SAN CLEMENTE NEW	145			1	0	1
7 SND	231	ROCK MOUNTAIN PRISON	5			0	0	0
7SND	232	ANDRADE	0			0	0	0
7 SDC	233	CARLSBAD ASU	5			0	0	0
7SND	234	JACUMBA	29			0	0	0
7 SDC	235	JULIAN	0			0	0	0
		ARIZONA	1,848				0	0
1	34	TUCSON BPS	128			1	1	1
1	35	Nogales Sta	307			3	0	2
1	36	Tucson Sta	130			1	0	1
1	37	Douglas Sta (TCA)	290			3	0	0
1	38	Naco Sta (TCA)	48			0	0	0
2+	82.1	Eloy, AZ IHP	1			0	0	0
5	120	PHOENIX DO	150			2	3	0

5	121	Las Vegas SO	50			0	0	0
5	123	Tucson SO	58			0	0	0
	124	FLORENCE SPC	55			1	0	0
	125	ELOY SPC	47			0	0	0
7 TCA	252	AJO	29			0	0	0
7 TCA	253	CASA GRANDE	32			0	0	0
7 TCA	254	GILA BEND	0			0	0	0
7 TCA	255	PHOENIX	0			0	0	0
7 TCA	256	SONOITA	27			0	0	0
7 TCA	257	WILCOX	15			0	0	0
7 CDW	408	FT. HUACHUCA (HQ STRAT PLAN)	2			0	0	0
7 PHO	426	PHOENIX (HQOGC)	31			0	0	0
7 PHO	427	LAS VEGAS AP	0			0	0	0
7 PHO	428	DOUGLAS	34			0	0	0
7 PHO	429	LUKEVILLE	9			0	0	0
7 PHO	430	MARIPOSA	1			0	0	0
7 PHO	431	NACO	18			0	0	0
7 PHO	432	NOGALES	85			1	0	1
7PHO	433	PHOENIX AP	18			0	0	0
7 PHO	434	SAN LUIS	57			1	1	0
7PHO	435	SASABE	4			0	0	0
7 PHO	436.1	TUCSON AP	5			0	0	0
		COLORADO RVR (IMPL Val)						
1	8	El Centro SPC	122			1	0	1
2	74	EL CENTRO BPS	83			1	2	0
2+		El Centro Training Center	0			0	0	0
		El Centro Checkpoint 88	0			0	0	0
		El Centro Checkpoint 111	0			0	0	0
		El Centro Air Ops	0			0	0	0
2	75	Calexico Sta	112			1	0	1
2+	75.1	Calexico POE	181			2	0	0
2+	75.2	Calexico East POE	0			0	0	0
2+	75.3	Calexico Invert	0			0	0	0
2+	75.4	Calipatria Prison	0			0	0	0
2+	75.5	Centinela Prison	0			0	0	0
2	75.6	Donovan Prison	0			0	0	0
2	76	El Centro Sta	97			1	0	1
2	77	Indio Sta	10			0	0	0
2	78	Calexico SO (SND)	0			0	0	0
2	79	YUMA BPS	243			2	2	0
2	80	Blyth Sta	0			0	0	0
2	81	Wellton Sta	0			0	0	0
2	82	Yuma Sta	0			0	0	0
2+	82.1	Eloy, A7 IHP	0			0	0	0
7 ELC	274	RIVERSIDE	10			0	0	0

7 YUM	275	BOLDER CITY	0			0	0	0
		NORTHERN CALIFORNIA						
2	58	SAN FRANCISCO ASYLUM	54			1	1	0
3	68	SAN FRANCISCO DO	391			4	3	2
3+	88.1	San Francisco DO IHP	8			0	0	0
3+	85.2	Dublin CA IHP	2			0	0	0
3+	86.3	Sacramento SO IHP	1			0	0	0
5 SFR	118	San Jose SO (SFR)	3			0	0	0
5	122	Reno SO	22			0	0	0
5	141	LIVERMORE BPS	21			0	0	0
5	143	Fresno Sta	10			0	0	0
5+	143.1	Fresno IHP	1			0	0	0
	144	Livermore sta	3			0	0	0
5 SFR	145	Fresno SO (SFR)	39			0	0	0
6 SFR	180	Sacramento SO (SFR)	10			0	0	0
7 SFR	265	SAN FRANCISCO (HQ OCDEF)	1			0	0	0
7 SFR	266	SAN FRANCISCO AP	2			0	0	0
7 SFR	267	SAN FRANCISCO (HQ OGC)	54			1	0	1
7 SFR	268	BAKERSFIELD D&D	11			0	0	0
7 SFR	269	LIVERMORE D&D	33			0	0	0
7+ SFR	269.1	Oakland AP	2			0	0	0
7+ SFR	269.2	San Jose AP	10			0	0	0
7 LIV	472	SACRAMENTO	10			0	0	0
7 LIV	473	SALINAS	10			0	0	0
7 LIV	478	STOCKTON	10			0	0	0
		LOS ANGELES AREA	1,587					
2	56	LOS ANGELES ASYLUM	174			2	2	0
3	80	LOS ANGELES DO	1,277			13	8	2
3+	90.1	LOS Seaport Invest	0			0	0	0
	90.2	Los Angeles DO IHP	0			0	0	0
	90.3	Los Angeles TVP II	0			0	0	0
	91	EAST LOS ANGELES LEGLIZN	0			0	0	0
	92	SAN PEDRO SPC	80			1	0	0
	92.1	Terminal Island, CA IHP	0			0	0	0
5	142	Bakersfield Sta	0			0	0	0
5+	142.1	Bakersfield IHP	0			0	0	0
7 LOS	262	LOS ANGELES (HQ OCDEF)	0			0	0	0
7 LOS	263	LONG BEACH SEAPORT	0			0	0	0
7 LOS	264	LOS ANGELES AP	0			0	0	0
7 LOS	265	LONG BEACH (D&D)	0			0	0	0
7 LOS	295	RIVERSIDE ASU	0			0	0	0
7 LOS	297	SAN LUIS OBISPO (INV)	0			0	0	0
7 LOS	298	WESTMINSTER	38			0	0	0
7+ LOS	298.2	SANTA ANA ASU	0			0	0	0
7+ LOS	298.3	BELL FACILITY ASU	0			0	0	0

7+LOS	288.4	BELL WAREHOUSE	0			0	0	0
7+LOS	288.5	BELLFLOWER TPS	0			0	0	0
7+LOS	288.8	RIVERSIDE INFORMATION UNIT						0
7 LIV	471	OXNARD	0			0	0	0
7 LIV	471	SAN LUIS OBISPO	0			0	0	0
		PORTLAND, OREGON	112	1	15	1		
4	100	PORTLAND OR DO	71	1	0	1	1	0
4+	100.1	Roseburg Sub Office	2			0	0	0
7 POO	311	Astoria	1		1	0	0	0
7 POO	312	Cove Bay	0			0	0	0
7 POO	313	Portland Airport	18		5	0	0	0
7 POO	314	Madford, OR SO	18			0	0	0
7 POO	315	PORTLAND (HQ OGC)	0			0	0	0
		PACIFIC OCEAN	307					
5	132	HONOLULU DO	217			2	2	0
8 HHW	183	Agana SO (HHW)	82			1	0	0
7 HHW	455	HONOLULU AP	8			0	0	0
7 HHW	456	HONOLULU SEAPORT	0			0	0	0
7 AGA	533	AGANA AP	0			0	0	0
		PACIFIC NORTHWEST	385					
5	131	ANCHORAGE DO	50			0	1	0
8	161	SEATTLE DO	15			0	2	0
8	162	Spokane SO	20			0	0	0
8	163	SPOKANE BPS	54			1	0	0
	164	SPOKANE	8			0	0	0
8	165	BLAINE BPS	70			1	0	0
8	166	Blaine Sta	13			0	0	1
7 ANC	448	ANCHORAGE AP	11			0	0	0
7 ANC	449	DUTCH HARBOR	2			0	0	0
7 ANC	480	DALTON'S CACHE (HAINES	1			0	0	0
7 ANC	451	KETCHIKAN	5			0	0	0
7 ANC	452	PRINCE RUPERT	0			0	0	0
7 ANC	453	SKAGWAY	2			0	0	0
7 ANC	454	ALCAN (TOK)	2			0	0	0
7 SEA	540	BELLINGHAM	3			0	0	0
7 SEA	541	BLAINE PEACE ARCH	17			0	0	0
7 SEA	542	BOUNDARY	0			0	0	0
7 SEA	543	DANVILLE	0			0	0	0
7 SEA	544	LAURIER	0			0	0	0
7 SEA	545	LYNDEN	0			0	0	0
7 SEA	546	MATALINE FALLS	0			0	0	0
7 SEA	547	NIGHTHAWK	0			0	0	0
7 SEA	548	PACIFIC HWY (BLAINE)	0			0	0	0
7 SEA	549	FRIDAY HARBOR	0			0	0	0
7 SEA	550	FRONTIER (NORTHPORT)	0			0	0	0

7 SEA	551	OROVILLE	0			0	0	0
7 SEA	552	FERRY	0			0	0	0
7 SEA	553	POINT ROBERTS	0			0	0	0
7 SEA	554	PORT ANGELES	0			0	0	0
7 SEA	555	SEATTLE SEATAÇ AP	29			0	0	0
7 SEA	556	SEATTLE SEAPORT	0			0	0	0
7 SEA	557	SUMAS	10			0	0	0
7 SEA	558	LONGVIEW	0			0	0	0
7 SEA	559	VANCOUVER (PRE)	47			0	0	0
7 SEA	560	VICTORIA (PRE)	0			0	0	0
7 SEA	561	TACOMA	3			0	0	0
7 SEA	562	EASTPORT	0			0	0	0
7 SEA	563	PORT-HELL	0			0	0	0
7 SEA	564	PASCO	0			0	0	0
7 SEA	565	YAKIMA	15			0	0	0
7 SPW	566	BONNERS FERRY	0			0	0	0
7 SPW	567	COLVILLE	0			0	0	0
7 SPW	568	EUREKA	0			0	0	0
7 SPW	569	NORTHPORT	0			0	0	0
7 SPW	570	OROVILLE	8			0	0	0
7 SPW	571	PASCO	0			0	0	0
7 SPW	572	WENATCHEE	0			0	0	0
7 SPW	573	WHITE FISH	0			0	0	0
7 BLW	575	BELLINGHAM	0			0	0	0
7 BLW	576	LYNDEN	0			0	0	0
7 BLW	577	PORT ANGELES	0			0	0	0
7 BLW	578	ROSEBURG	0			0	0	0
7 BLW	579	SEATTLE	0			0	0	0
		Laguna Niguel	279			3	11	0
1	15	SAN CLEMENTE	15			0	0	0
8	202	WESTERN REGION	95			1	0	0
8+	202.1	Admin Center, Laguna	144			1	5	0
8+	202.2	Western Telephone Center	25			0	0	0
7 COW	414	LOS ANGELES (HQ MGMT)	0			0	0	0
8	198	California Service Ctr	544			5	10	
		TOTALS =	999			68	70	32



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DRAFT

**FIELD OPERATIONS SUPPORT  
AND HARDWARE MAINTENANCE  
(FOS/HM)**

**PROGRAM MANAGEMENT  
COMMITTEE CHARTER**

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**FIELD OPERATIONS SUPPORT AND HARDWARE MAINTENANCE (FOS/HM)  
PROGRAM MANAGEMENT COMMITTEE CHARTER**

**Section 1. Mission Statement**

The Field Operations Support and Hardware Maintenance (FOS/HM) Program Management Committee mission is to provide senior management oversight for FOS/HM program issues, performance, and change control for the Immigration and Naturalization Service (INS).

**Section 2. Objectives**

The objectives of the FOS/HM Program Management Committee are:

- a) Improve internal and external communication and control over FOS/HM contract performance.
- b) Develop a coordinated and integrated program management support approach for the FOS/HM contract.
- c) Oversee the development of effective risk management policy to ensure agency and contractor compliance with the terms and conditions stated in the FOS/HM contract.
- d) Oversee the development of processes to effectively control contract changes by identifying, estimating, and measuring the potential and actual effect of changes on all aspects of FOS/HM contract performance.
- e) Facilitate the effective resolution of all claims and disputes related to the FOS/HM contract by using partnering techniques.
- f) Improve program performance together with the management of the project.
- g) Foster and maintain a professional working relationship with the contractor.
- h) Oversee the management of the performance review process and make incentive award recommendations and decisions.

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### **Section 3. Membership**

The FOS/HM Program Management Committee shall be composed of:

- a) The Assistant Commissioner, Systems Integration Division, as Chairperson
- b) The Chairperson may appoint a Deputy Chairperson to assist in the day-to-day activities involved in FOS/HM program management.
- c) The Directors from the following offices:
  - Director, User Services Branch
  - Director, End User Computing Branch
  - Director, ADP Operations Branch
  - Director, Data Communications Branch
  - Director, Systems Policy and Planning Branch
  - Director, Acquisition Management Branch
- d) Additional personnel serve as advisors or support staff to the membership:
  - Contracting Officer Technical Representatives
  - Contractor advisors
  - Contractor documentation support
- e) Participation of a FOS/HM contractor representative will be permitted through invitation.

Changes in the FOS/HM Program Management Committee organization must be approved by the Committee before implementation.

#### Section 4. Roles and Responsibilities

Members are responsible, at a minimum, to represent their individual branch's position on all items considered by the FOS/HM Program Management Committee. The members shall be responsible for appropriate coordination within their organization and to obtain commitment of resources to support FOS/HM. The members shall review the Committee agenda in advance of any meeting and address and resolve issues involving each proposed change. Organizational responsibility for the management of FOS/HM individual Task Orders is as follows:

FOS 98-001	Project Management	User Services Branch End User Computing Branch
FOS 98-002	Help Desk	User Services Branch
FOS 98-003	Second Tier Problem Resolution	End User Computing Branch
FOS 98-004	Headquarters Operations	ADP Operations Branch
FOS 98-005	Field Operations	User Services Branch
FOS 98-006	Inventory	End User Computing Branch
FOS 98-007	Maintenance	End User Computing Branch
FOS 98-008	Network Control Center Management	Data Communications Branch

In addition, the following individuals have special responsibilities:

- **FOS/HM Program Management Committee Chair** shall preside over any meetings of the Committee and ensure that all program issues are placed on the Committee agenda. The chair shall attempt to establish a consensus decision on program issues, incentive award ratings and proposed program changes.
- **Systems Policy and Planning Branch** shall provide expertise related to strategic and tactical planning for INS automated systems; Office of Information Resources Management (OIRM) policies, procedures, and standards; the OIRM quality management program; and the management of OIRM financial and human resources to support the FOS/HM Program Management Committee.
- **Acquisition Management Branch** shall provide acquisition management and support expertise for the FOS/HM Program Management Committee.

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- **Contracting Officer Technical Representatives and Contractor Advisors** will provide the necessary contract performance background and advisory assistance to facilitate the oversight and management duties of the FOS/HM Program Management Committee.

## **Section 5. Operating Rules and Procedures**

The FOS/HM Program Management Committee shall operate under the following rules and procedures:

- a) Any member of the FOS/HM Program Management Committee may request a meeting to examine any program related issue.
- b) Any request for a meeting shall be made to the FOS/HM Program Management Committee Chair, with a copy to the Co-Chair, and the request shall include a list of issues for the agenda and recommended meeting date. The Chair will then coordinate the meeting.
- c) Members and advisors are expected to participate personally. If an alternate is necessary, the designated alternate will participate with full authority and responsibility for their organization.
- d) Members and advisors shall come to the FOS/HM Program Management Committee meetings prepared to comment on and adjudicate all items on the agenda.
- e) For each item on the agenda for decision, the Chair will attempt to identify a consensus decision.
- f) This charter shall be reviewed periodically for any changes necessary to support FOS/HM program changes. Any proposed changes to this charter will be reviewed by the FOS/HM Program Management Committee membership.

## **Section 6. Meetings**

The FOS/HM Program Management Committee may be convened to examine general program issues or to review specific change proposals that could not be resolved internally/externally or otherwise require senior-management level attention. Only the FOS/HM Program Management Committee Chair convenes meetings or a member of the FOS/HM Program Management Committee may recommend the convening of the committee by forwarding a proposed agenda to the Committee Chair.

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## **Section 7. Performance Reviews**

The FOS/HM Program Management Committee with contractor participation shall be convened to develop objective delivery and performance standards, service level agreements, and recommend and determine the contractor incentive fee performance rating on a monthly basis or as directed by the FOS/HM Program Management -  
\*Committee Chair.



(b)(4)

Contract No.: COW-7-C-0013  
Task Order No.: FOS98-001

### INS FOS TASK ORDER 1 – PROJECT MANAGEMENT PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate	Total
3000	Program Manager	1	1,958		
3001	Project Manager	2	3,916		
3028	Secretary	1	1,958		
3026	Technical Writer	2	3,916		
3002	Technical Manager	5	9,790		
3007	Senior Systems Analyst	7	13,706		
3010	Applications Programmer	1	1,958		
3005	DataBase Administrator	1	1,958		
3008	Systems Analyst	2.2	4,120		
<b>Total Labor Summary</b>		<b>22.2</b>	<b>43,280</b>		
Labor Categories for Overtime		OT Hours	OT Rate	Total	
3000AA	Program Manager	-			
3001AA	Project Manager	-			
3028AA	Secretary	59			
3026AA	Technical Writer	117			
3002AA	Technical Manager	-			
3007AA	Senior Systems Analyst	411			
3010AA	Applications Programmer	59			
3005AA	DataBase Administrator	59			
3008AA	Systems Analyst	560			
<b>Total Labor Summary</b>		<b>0</b>			<b>1,285</b>
Travel Summary *					Total
4002	CONUS				
4002	Europe/Africa (Rome)			\$	
4002	Asia (Bangkok)			\$	
4002	Central/South America (Mexico)			\$	
4002	Local Travel			\$	
<b>Total Travel Summary</b>					
Other Direct Costs *					Total
4000	Pagers				
4000	Federal Express expenses			\$	
4000	Office Supplies			\$	
4000	Printing expenses			\$	
4000	Parking expenses			\$	
4000	Facility cost for Recruitment			\$	
<b>Total Other Direct Costs</b>					
Material Summary					Total
4001	Laptops (Quantity of 3)			\$	
<b>Total Material Summary</b>					
<b>Total Task Order 1 Summary</b>		<b>22</b>	<b>44,545</b>		<b>2,412,119</b>

\* Note: Travel and Other Direct Costs are estimates only all costs will be invoiced at actual cost.

December 1, 1997

ATTACHMENT A



64

**TASK ORDER 1 Project Management - Year 1 Support Only**  
**Subtask 1-3 Automated Management Tracking**

CLIN	Labor Category	FTE's	Hours	Rate	Total
3000	Program Manager	-	-	0	\$ -
3001	Project Manager	-	-	0	\$ -
3028	Secretary	-	-	0	\$ -
3028	Technical Writer	-	-	0	\$ -
3002	Technical Manager	-	-	0	\$ -
3007	Senior Systems Analyst	2	3,916		\$
3010	Applications Programmer	1	1,958		\$
3005	DataBase Administrator	1	1,958		\$
<b>Total Labor Summary</b>		<b>4</b>	<b>7,832</b>		<b>\$</b>

Labor Categories for Overtime	OT Hours	OT Rate	Total
3000AA Program Manager	0	0	\$ -
3001AA Project Manager	0	0	\$ -
3028AA Secretary	0	0	\$ -
3028AA Technical Writer	0	0	\$ -
3002AA Technical Manager	0	0	\$ -
3007AA Senior Systems Analyst	117		\$
3010AA Applications Programmer	59		\$
3005AA DataBase Administrator	59		\$
<b>Total Labor Summary for Overtime</b>		<b>235</b>	<b>\$</b>

Travel Summary	Total
	\$ -
	\$ -
	\$ -
	\$ -
	\$ -

Other Direct Costs	Total	
4000 Pagers	\$ -	
4000 Federal Express expenses	\$ -	
4000 Office Supplies	\$ -	
4000 Printing expenses	\$ -	
4000 Parking expenses	\$ -	
4000 Facility cost for Recruitment	\$ -	
<b>Total Other Direct Costs</b>		<b>\$ -</b>

Material Summary	Total	
	\$ -	
<b>Total Material Summary</b>		<b>\$ -</b>
<b>Total Subtask 1.3 Summary</b>		<b>4 8,067 385,241</b>

ATTACHMENT 1



Travel Summary for the Task Order 1 - Project Management  
 CLIN 4002 Year 1 only

Contract No.: COW-013  
 Task Order No.: FOS98-001

Labor Category	From	Destination	Month/Yr	# of people	# of trips	# of days	Lodging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Program Mgmt	Wash. DC	Various	Sep-97	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Oct-97	1	4	3	118	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Nov-97	1	4	3	118	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Dec-97	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Jan-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Feb-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Mar-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Apr-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	May-98	1	4	3	118	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Jun-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Jul-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Aug-98	1	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Various	Sep-98	1	4	3	124	42	75	1,400	40	8,432
Program Mgmt	Various	Wash. DC	Dec-97	28	4	3	119	42	75	1,400	40	8,432
Program Mgmt	Wash. DC	Rome	Dec-97	1	1	13	124	42	60	1,400	40	121,464
Program Mgmt	Wash. DC	Rome	Dec-97	1	1	5	126	66	50	1,595	40	2,805
Program Mgmt	Wash. DC	Rome	Jun-98	1	1	5	126	66	50	1,595	40	2,805
Program Mgmt	Wash. DC	Bangkok	Dec-97	1	1	8	116	41	50	3,190	40	4,946
Program Mgmt	Wash. DC	Bangkok	Jun-98	1	1	8	116	41	50	3,190	40	4,946
Program Mgmt	Wash. DC	Mexico	Dec-97	1	1	4	140	65	50	1,045	40	2,065
Program Mgmt	Wash. DC	Mexico	Jun-98	1	1	4	140	65	50	1,045	40	2,065
Program Mgmt	Wash. DC	McLean, VA	Sep-97	1	10	1					40	124
Program Mgmt	Wash. DC	McLean, VA	Oct-97	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Nov-97	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Dec-97	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Jan-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Feb-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Mar-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Apr-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	May-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Jun-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Jul-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Aug-98	1	20	1					40	248
Program Mgmt	Wash. DC	McLean, VA	Sep-98	1	20	1					40	248
<b>Total Travel Summary</b>												
											<b>\$ 253,612</b>	

ATTACHMENT 1

Wang Government Services, Inc.

Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.

December 1, 1997

DEC 01 11 57 AM '97

## **Task Order and Service Level Agreement 2 – Help Desk**

### **Part I. Task Order**

**Contract Number/Task Order Number: COW-7-C-0013/FOS98-002**

**Date of the Order: 12/8/97**

#### **1. Scope**

The purpose of the Field Operations Support and Hardware Maintenance (FOS/HM) contract is to provide help desk and user support services, operations and technical support services, and maintenance services for INS Federal Information Processing (FIP) resources worldwide. The INS requires end-to-end support across the INS' information technology (IT) infrastructure that includes wide area networks (WANs), local area networks (LANs), communications equipment, mainframes, minicomputers and other mid-tier (client server) platforms, workstations and associated peripherals.

The purpose of this Task Order is to establish contractor support for the First Tier User Support portion of the INS Help Desk. Within the INS, the User Services Branch (USB) will oversee First Tier User Support. The User Services Branch is responsible for establishing policy, standards, and operating guidelines for First Tier User Support and distributing them to government and contractor personnel throughout INS. First Tier support includes receiving calls and opening trouble tickets on any IT problems that come from INS users. Support may include either (a) offering on-the-spot solutions by telephone, or (b) referring the problem to the next level(s) of support – 2<sup>nd</sup> Tier Problem Resolution Staff, the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3<sup>rd</sup> Tier problem resolution staff.

#### **1.1 Background**

The User Services Branch (First Tier Support) and End User Computing Branch (Second Tier support) provide a centralized Help Desk that supports three levels of problem analysis and resolution throughout the INS. All user requests for problem resolution and maintenance are coordinated through the Help Desk. Using REMEDY, an automated trouble ticketing system, the First Tier support opens a trouble ticket, determines the nature of the problem, and either helps the user resolve the problem on the telephone or dispatches the appropriate technical support. If the problem is related to office automation, E-mail, a DataBase Management System (DBMS), or Novell software, the First Tier support either resolves the problem or escalates the problem to the appropriate tier. If the problem is determined to be a communications problem, the Help Desk notifies the Network Control Center (NCC) which is located in the Data Communications Branch. Problems are also referred to the appropriate maintenance personnel. The Help Desk then tracks the trouble ticket through close-out or resolution of the problem.

## 1.2 Objectives

Objectives of this task order are:

- To provide rapid-response problem-resolution support to Service-wide INS end users
- To provide a first-level mechanism for performing seamless integration of all levels of Problem Resolution for all INS IT services, including, but not limited to:
  - ◊ LANs and associated hardware and software
  - ◊ On-site and distributed systems
  - ◊ Network communications
  - ◊ Electronic mail systems
  - ◊ Hardware maintenance
  - ◊ Infrastructure hardware and software installation
  - ◊ Other IT problems
- To assure continuous process improvement through comprehensive problem tracking and analysis of statistics and trends
- To assure INS end users of timely response to their problems, with meaningful projections of a period of resolution, and with systematic feedback to assure and verify customer satisfaction
- To answer Help Desk calls in a manner so timely and responsive as to pursue a 0% rate of abandoned calls

## 2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.3.

## 3. Requirements

The Contractor shall provide First Tier User Support as defined in contract Section C.3. The Contractor shall provide all necessary personnel, supervision, management, technical, and administrative support to accomplish this task specified under this contract.

### Help Desk Operations – Tier 1 Support

The Contractor shall supply a staffing mix to support a centralized INS Help Desk that provides problem analysis and resolution. The Help Desk shall coordinate all user requests for problem resolution and maintenance.

The following description is the Government's view of how a Help Desk should operate, based on the Government's previous experience. The contractor may propose variations with arguments for their adoption, if such variations will better promote a seamless and

efficient linkage among Help Desk problem resolution, 2<sup>nd</sup> Tier problem resolution, FOS field support, NCC support, and Hardware Maintenance. Under this contract, the contractor's responsibility for 3<sup>rd</sup> Tier problem resolution ends with referring such problems to the appropriate party – 3<sup>rd</sup> Tier support will be provided by parties other than the Contractor.

Using an automated trouble-ticket system (REMEDY), the Help Desk shall open a trouble ticket upon receipt of all initial trouble calls, and shall either resolve the problem or forward to appropriate technical support staff. If the problem cannot be resolved at the first tier level, it shall be escalated according to the following principles:

- If the problem is related to office automation, E-mail, a DBMS, hardware problem or Novell software, the Help Desk shall escalate the problem to second-tier staff in the End User Computing (EUC) Branch.
- If the problem is determined to be a communications problem, the Help Desk shall notify the Network Control Center located in the Data Communications Branch.
- If the problem is determined to involve software applications or systems engineering issues outside the scope of second-tier technical support, the Help Desk shall refer the problem to the third-tier technical support located in the Data Systems Division (DSD)
- If the problem is determined to involve defective or dysfunctional hardware equipment, the Help Desk shall refer the problem to the Hardware Maintenance support staff.
- The Help Desk will call users with a status update that reflects either the resolution or prognosis of the problem or at a minimum when to expect contact by a technical representative. The Help Desk will confirm that the problem has been solved or contact has been initiated within the previously indicated time frame. In addition, if the expected prognosis should be delayed, the users need to be informed of the delay.

In any of these cases, the Help Desk shall be responsible for tracking the trouble ticket and closing it when the problem is resolved.

This Task Order addresses only first-tier-Help Desk support. Tier 1 support shall include:

- Responding to general questions regarding INS systems and end-user services
- Identifying and resolving commonly recurring problems related to standard office automation type hardware and software in use within INS
- Providing information concerning the system status, user accounts, available publications, available classes, and end-user training

The Help Desk will also receive calls from the NCC concerning problems with

LAN/WAN communications resources – problems detected using the NCC's network monitoring software. The NCC notifies the Help Desk of the location of the problem. Help Desk personnel shall process those calls in the same way as they do initial trouble calls. They will explain the situation to users from affected sites who call in and will inform them on the status of repair. When applicable, the Help Desk will refer NCC problems to the next appropriate level of problem resolution support.

The Contractor shall staff the Help Desk to provide telephone coverage around the clock (24 hours a day, 7 days a week, without exception.) The Contractor shall support the following INS shifts:

- Day shift hours: 8:00am - 4:30pm, Eastern Standard Time (EST)
- Evening shift hours: 4:00pm - 12:30am, EST
- Midnight hours: 12:am - 8:30am, EST

Training: The Contractor shall provide sufficient training to the Help Desk staff to assure a work force that is well-educated in the relevant technologies and applications and in specific INS applications. Within 60 days of Task Order award, the Contractor shall provide a training plan for Help Desk staff.

Further requirements for Help Desk and user support include:

- The response time for any call shall not exceed three (3) rings before the caller receives a response. Placing a caller on hold does not constitute a response.
- Help Desk personnel shall make every reasonable attempt to solve the user's problem on the spot by asking questions that will diagnose the problem and talk the user through to a solution. For statistical reporting purposes, the Contractor shall document all problems resolved over the telephone in a trouble ticket.
- The Contractor shall develop and implement escalation procedures that assure a seamless coordination among the Help Desk, the NCC, second-tier staff at EUC, third tier staff at DSD, Hardware Maintenance personnel, and other appropriate organizational entities involved in the referral of problems that cannot be resolved at the Help Desk level. That coordination shall extend to managing the tracking of trouble tickets.
- Help Desk involvement in maintenance-related functions shall include initial contact with the end user, initial problem determination, notification of the maintenance dispatch person(s), expected prognosis and subsequent problem follow-up and tracking.
- The Contractor shall develop and operate a trouble-ticket tracking system using the automated system REMEDY, to be supplied by the Government. The system will include the capability of the users' opening up a trouble ticket through voice mail.
- The trouble ticketing and tracking system shall automatically document the

problem-resolution history of each call for user help, technical support, field office support, and hardware maintenance calls.

- When a trouble-ticket is opened, the Help Desk shall give the caller a realistic projection of the time required to resolve the problem, and, if necessary, shall later call the user back with an explanation and a new projection if the original projection cannot be achieved.
- Trouble tickets shall not be considered resolved, and the trouble-ticket shall not be closed, until the Help Desk personnel has called the user and confirmed that the problem has been resolved to that user's satisfaction. Data to produce the trouble ticket shall be captured in the contract activity database described in contract Section C.2.2.1.
- The Contractor shall provide any statistical data requested by the Contracting Officer's Technical Representative (COTR) regarding all problems that come to the Help Desk. Statistics in response to the COTR's request shall be provided within two working days, unless otherwise specified by the COTR.
- Trouble tickets may be opened by a user who contacts the Help Desk via e-mail. The response to e-mail trouble calls shall proceed through the same procedures as those that govern telephone calls. The Help Desk shall retrieve and review new e-mail messages no less than once every hour.

#### **4. Work Schedule, Period of Performance, Required Completion Date**

The period of performance will be from 1 October 1997 to 30 September 1998.

#### **5. Place of Delivery or Performance**

Help Desk Operations shall initially be performed at its present location in the INS Chester Arthur Building (CAB). Within 60 days of Task Order award, the contractor shall provide an analysis of options for locating the Help Desk and shall make recommendations. Based on those recommendations, INS will select the new location of the Help Desk or direct further study.

#### **6. Deliverables**

Each Wednesday afternoon, the Contractor shall deliver a Weekly Status Report on all operations of the Help Desk. The report shall include, but not be limited to, the following:

- Statistics regarding the number of calls received, average response times, any notable variations from the standard response time with an explanation of delays
- Statistics regarding the number of trouble tickets opened and closed within the reporting period, trouble tickets still open at the end of the period, trouble tickets open for longer than one week with duration noted

- Statistics regarding the number of trouble tickets opened and closed within the reporting period, trouble tickets still open at the end of the period, trouble tickets open for longer than one week with duration noted
- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems
- Statistics on the number of abandoned calls
- Problems hampering contractor performance of Help Desk operations with recommendations for Government action(s) required to resolve the problem
- Progress on the resolution of any long-standing open trouble tickets or systemic problems
- Financial status of the Task. When final figures are not available, the contractor shall report projected financial status based on a financial model. The contractor shall provide the COTR with a written explanation of the financial model used. The Monthly Status Report shall contain final financial figures.
- A continuous report of all hiring, firing, and other personnel changes, including notation of any vacancies or other variations in the established workload level
- A report on all training activities and an assessment of future training needs

The Contractor shall submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the month.

#### **7. Security Requirements**

Security requirements are described in Section H of the contract. All personnel assigned to the task must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

#### **8. Other Direct Costs**

Authorization for the use of other direct costs, such as Travel, Training, and Overtime, requires the approval of the Contractor site manager, INS site manager, INS Program Manager and Contracting Officer's Technical Representative. The Contractor will attain prior approval for any overtime greater than 4 hours per occurrence. Procedures for requesting travel and/or overtime approval(s) are contained in the current version of the INS Site Manager's Manual.

The Contractor will obtain prior approval on items (Other Direct Costs) in excess of \$5,000.0.

**Part II, Service Level Agreement**

1. **Contract Number/Task Order Number:** HQ96-37/FOS98-002

2. **Introduction and Summary of Work Covered by SLA**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the Help Desk and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect the first day of the second calendar month following acceptance of this Task Order revision, or at a mutually agreeable date.

3. **Organizations Involved**

(1) **Service Provider:** WANG Government Services, Inc.

(a) POC: [REDACTED] Technical Manager, ESC

(b) Location: 425 I Street, NW, Room 5120

(c) Washington, DC 20536

(d) (202) 616-2129

(e) [REDACTED] Technical Manager, INS Help Desk

(f) Location: 425 I Street, NW, Room 5120

(g) Washington, DC 20536

(h) (202) 616-7668

(2) **End User Organization:**

(a) POC Names: Glenn Hall

(b) Telephone Numbers: (202) 616-7655

(b)(6)



**4. Responsibilities of Service Provider (Contractor)**

**4.1 The service provider agrees it will:**

1. Provide Help Desk Telephone coverage 24 hours a day, 7 days a week, without exception.
2. Respond to a Help desk initial call within a time frame not to exceed (NTE) 20 seconds (i.e., an on-hook wait time of NTE 3 rings). (Placing a caller on hold does not constitute a response.)
3. WANG Government Services, Inc. (WGS) Help Desk personnel will return 90% of users calls within 45 minutes, and 100% of users calls within 60 minutes.

**4.2 Performance Incentives**

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

1. Performances measurements will begin 90 days after Task Order award. During this 90 day period, WGS will do the following: 30 days to conduct analysis, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.
2. Performances incentives are based on those functions that are totally in the purview of the Tier 1 Help Desk.

(b)(4)

Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
Availability	24 hrs/7 days per week	[redacted] of target availability	Quarterly (See note below)	Call activity logs, random sampling	+/- 1% total monthly price for Help Desk operations @ +/- 1% variance	Performance = Actual availability/ target availability where: target availability (24 hr. X 7 days.)
Time to Answer	Response time NTE 20 seconds	Average onhook wait time NTE [redacted]	Quarterly (See note below)	Call activity logs, random sampling	+/- 1% total monthly price for Help Desk operation @ +/- 1% variance	Performance = Actual time to answer
Time to return calls	Return 100% calls within 60 minutes; 90% within 45 minutes	[redacted] calls returned within 60/45 minute requirement	Quarterly (See note below)	Call activity logs	+/- 1% total monthly price for Help Desk operation @ +/- 1% variance	Performance = Actual time to return call
Time to resolve call and close trouble ticket	Time to resolve all calls received at the Help Desk, less exceptions noted in the SOW or SLA	[redacted] calls resolved within 1 business day	Quarterly (See note below)	Call activity logs, trouble tracking system	+/- 1% total monthly price for Help Desk operation @ +/- 1% variance	Performance = Actual time to resolve

**5. Responsibilities of the End-User Organization**

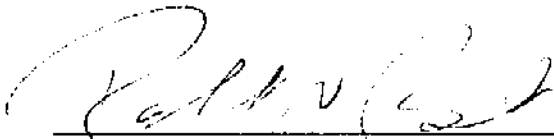
**5.1 The end-user organization agrees it will:**

1. Provide REMEDY software for use by the service provider
2. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.

**6. Signatures of the Government and the Contractor's Authorized Representative**

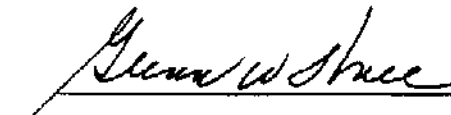
1. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
2. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: Both parties may propose an out-of-cycle review.

Service level and procedures established herein have been agreed to by parties represented by the undersigned.



Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COIR



Immigration & Naturalization Service  User Representative

[Redacted Signature Box]

12/8/97

(b)(6)

Service Provider Contract Representative Signature