## 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 WGSI 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.

WGSI

10/26/98

23

Service level and procedures herein have been agreed to by parties represented by the undersigned.
- toltulest
Immigration & Naturalization Service Contracting Officer
Will- Tett
Immigration & Naturalization Service COTR
Glenne Stree
Immigration & Naturalization Service End User Representative
Service Provider Representative Signature (b)(6)
Service Provider Contracts Representative signature

WGSI

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

Attachments:

Attachment A - Average Daily Call Volume

## Attachment A - Average Daily Call Volume of Calls Reported to the Help Desk

<u>Period</u>	Total Calls	Average Calls/Day
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

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	SEE BELOW				Ne	et Change	¢5 210	. 222	nn
		UID ITEM ADDI IEO ONI	V TO MODIFICATIONS	<u> </u>				7,323	-00
	13. II IT	HIS ITEM APPLIES ONL MODIFIES THE CONTR	T TO MODIFICATIONS	DEC!	CUNTRACT	S/OHDEH	<b>خ</b> ,		
(X) ]4	. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (S				SUIDED IIA I	TEN 14.	<del></del>		
<del>//y</del>	CONTRACT ORDER NO. ITEM 10A.	,	· Orthonical particular in	_					
	. THE ABOVE NUMBERED CONTRACT/ORDER IS MO	DIFFED TO BED ECT THE ADMINISTR	PATRIC CHANCED (and as shown in						<del></del>
$\mathbf{x}$	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHO	PITY OF FAR 43.103(b).	ALTE OLIVIADES (ANCI) ME CHANGAS II	u beku	g omca, appropria	ion ane, ec j			
	. THIS SUPPLEMENTAL AGREEMENT IS ENTERED IN	TO GLIGGHANT FOLAHTHOODING OF							
٦	William Control of the Control of th	TO PERSONAL TO NO. HONLY OF.							
	OTHER (Specify type of modification and authority)	<u>.</u>							
]"	CITIEN (opening type or modureation and admontly)								
		· · ·							
E. IM	PORTANT: Contractor X is not,	is required to sign this	document and return		iono	es to the issuir	on office		
050							·· · · · · · · · · · · · · · · · · · ·		
14. UES	CRIPTION OF AMENDMENT/MODIFICATION (Organiza	d by UCF section headings, including	solicitation/contract subject matter w	लेखक है					
	This modification	Increases the ob.	ligated amount ir	OM :	\$9,815,16	5.00 to			
	\$15,03 <b>0,488</b> .00 fo	r an increase of	\$5,215,323.00						
	(continued)								
Ексері а	ss provided herein, all terms and conditions of the docu	ment referenced in Item BA or 10A, as	heletofore changed,						
réméins	unchanged and in full force and effect.								
ISA. NA	ME AND TITLE OF SIGNER (Type or print)		16A, NAME AND TITLE OF CON	TRACT	ING OFFICER	(Тур	e er µmrit)		
			1						
	= `		Robert N. Beat	<del>-</del>					
15 <b>8</b> CO	INTRACTOR/OFFEROR	15C DATE SIGNED	19B UNITED STATES OF AMER	HCA.		4	19C DATE	SIGNED	
		i	By / C////	V	10		12		
	Signature of person authorized to sign)		(Signature of Con	tracting	Officer)		18/14	/ 1	

REF. NO. OF DOC. B (G CONTO. CONTINUATION SHEET COW-7-C-0013 COW-8-P-0181 000009 2 MAME OF OFFEROR OR CONTRACTOR WANG GOVERNMENT SERVICES, INC QUANTITY ITEM NO. SUPPLIES/SERVICES UNIT PRICE AMOUNT 13 Finding for Task 5 - Pield Operations LO \$5215323.00 \$5215323.00 Support Accounting/Finance 1581217/818D.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 1581217/818D.151B.845.00 \$ 393.378.00 15X8598/81SD.151K.14K.00 \$ 620,782.00 1581217/81SD.171B.845.00 \$ 16,384.00 1581217/818D.221B.845.00 \$ 16,375.00 14,296.00 1581217/81SD.311B.845.00 \$ 1581217/81SD.321B.845.00 23,869.00 15X8598/81SD.321K.14K.00 \$ 1,613,00 15X8598/818D.3218.148.00 \$2.274,257.00 15X1219/81SD.361W.14W.00 \$ 10,485.00 1581217/818D.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

NSN 7540-01-152-8067

44-04-00-	ENDMENT OF SOLICITATION		FCONTRACT	1. WCT ID CODE	PAGE OF P
WEMDWENT/I 800000	MODIFICATION NO.	1 EFFECTIVE DATE	4. REQUISITION/PURCHASE R	EQ. NO. 5. PROJE	CTNO. (Mapplicable)
SEUEDBY		08/01/98	NFU-8-00036		فأد
	coor ation & Naturalization		7. ADMINISTERED BY (If other I		OOE HOPRO
Headous	artera Procurament	B4C		Naturalization Svo	, —
	Street, N.W., Room 2208	ł	A25 T Change	Procurement Div.	
	gton, D.C. 20536	•	Washington, D	N.W., ROOM 2208	
			washington, p	.C. 20556	
IAME AND ADI	ORESS OF CONTRACTOR (No., street, county, St WANG GOVERNMENT SERV		411571110	DO SAL AMENOMENT OF SOLICE	ATION NO.
	7900 WESTPARK DRIVE			98. DATED (SEE (TEM 11)	<u> </u>
	SUITE 1105	•		19A, MODIFICATION OF CO	TRACT COOPER US
	MCLEAN, VA 22102-429	9		COW-7-C-0013	tirectyongerno.
				X COW-8-P-0181	
Attn:	(_(h)(e	<b>i)</b>		10B. DATED (SEE ITEM 13)	<del></del>
DE	·	FACILITY CODE	···	02/12/98	
_	11. THIS	ITEM ONLY APPLIES	S TO AMENDMENTS C		
The above	<ul> <li>numbered solicitation is amended a</li> </ul>	is set forth in here 14. The	Hour and date specified to	receipt of Office	ended []  8.00t
ere muet e	scimowiadge receipt of this amendme	nt prior to the hour and it	ats specified in the solice-	Of the smander bureau at the	exten
	etter, provided each telegram or letter AND APPROPRIATION DATA it required				· · · · · · · · · · · · · · · · · · ·
<del></del>		B 17511 1551		Net Char	<u></u>
	13. THI	STIEM APPLIES ONL	Y TO MODIFICATION:	S OF CONTRACTS/ORD DESCRIBED IN ITEM 14	ERS,
8. THE AB	HANGE OFIDER IS ISSUED PURSUANT TO: (Special Control C	FED TO REFLECT THE ADMINISTR Y OF FAR 43.103(b).			)
		- State of the sta			
D OTHER	M				
D. OTHER	(Specify type of modification and authority)				
IMPORTA	NT: Contractor 🗷 is not,	is required to algn this		copies to the in	eulng office.
IMPORTA	NT: Contractor X is not, OF AMENDMENT/MODIFICATION (Organized by	UCF section headings, including	solicitation/contract subject matter		euing office.
MPORTA	NT: Contractor 🗷 is not,	UCF motion headings, including	solicitation/contract subject matter	where feather)	euing office.
MPORTA	NT: Contractor A la not,  OF AMENDMENT/MODIFICATION (Organized by  This modification i	UCF motion headings, including	solicitation/contract subject matter	where feather)	wing office.
MPORTA	NT: Contractor A la not,  OF AMENDMENT/MODIFICATION (Organized by  This modification i	UCF motion headings, including	solicitation/contract subject matter	where feather)	euing office.
MPORTA	ANT: Contractor  la not,  OF AMENDMENT/MODIFICATION (Organized by This modification i \$9,700,100.00 to \$9	UCF motion headings, including	solicitation/contract subject matter	where feather)	euing office.
MPORTA ESCRIPTION	ANT: Contractor  la not,  OF AMENDMENT/MODIFICATION (Organized by This modification i \$9,700,100.00 to \$9  (continued)	UCF section headings, including noreases the obj., 815,165,00 for	solicitation/contract subject mether ligated amount of an increase of \$	where feather)	euing office.
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MPORTA ESCRIPTION  of as provided tra union ange	ANT: Contractor  land,  OF AMENDMENT/MODIFICATION (Organized by This modification i \$9,700,100.00 to \$9  (COntinued)  d herein, siteme and conditions of the document and and in full force and effect.	UCF section headings, including noreases the obj., 815,165,00 for	production/contract subject method in gated amount of an increase of subject method increase of subject method increase of subject method increases of subject method incr	this order from	Type or print)
ESCRIPTION  ESCRIPTION  FOR AS Provided  I'M LATER AND THE	COntinued  (COntinued)  d herein siteme and conditions of the document and in full force and effect.  (Type or print)	CF section headings, including nor eases the obj., 815,165,00 for the control of	solicitation/contract subject metter ligated amount of an increase of s	this order from \$115,065 .00	
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MPORTA ESCRIPTION:  PLAS provides THE UTICAL TO	COntinued  (COntinued)  d herein at terms and conditions of the document and in full force and effect.  (Type or print)  (PA/OFFEROR	CF section headings, including nor eases the obj., 815,165,00 for the control of	policiation/contract subject method in gated abount of an increase of subject method increase of subject method increase of subject method increase of subject method increase of subject method increases of subject method increases of subject method increases of subject method increases of subject method increases of subject method increases of subject method increases of subject method in subject method i	This order from 115,065 .00	(Type or pr. nt)

	ATION SHEET COW-7-C-0 - 3 COW-8-P-0181 (	000008	<b>.</b>		PAGE OF
	ERNMENT SERVICES, INC	•		<u> </u>	2 2
ITEM NO.	SLPPLIES/SERVICES	QUANTITY	LIMIT	UNIT PRICE	AMOUNT
10	Data entry into AMIS/FIM at NPU 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	ro	\$15000.00	\$15000.00
12	D302 PR# SID-8-00504	1	LO	\$55065.00	\$55065.00
	Accounting: 1581217/81SD.321B.879.00\$12,286.00 \ 15X8 The following information appl: POB: Destination				

NSN 7540-01-152-8087

AMENDMENT OF SOLICITAT!	, DIFICATION OF	CONTRACT	TRACT ID COOR	Pr	AGE C	F PAGE
2. AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE	Q. NO.	5. PROJECT NO. (II	400licable	_
000007	07/07/98	ITG-8-00082				
B ISSUED BY CODE		7. ADMINISTERED BY (If other I)		CODE	HQPR	Ō
Immigration & Naturalization	Svc	Immigration &				
Headquarters Procurement		Headquarters F				
425 I Street, N.W., Room 2208	3	425 I Street,		208		
Washington, D.C. 20536		Washington, D.	C. 20536			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, St.	to and TVD Codes	411571170	<del></del>			
WANG GOVERNMENT SERV		411571110	SA. AMENDMEN	TOF SOUCITATION NO	<b>)</b> .	
7900 WESTPARK DRIVE			98. DATED (SEE	ITEM 14)	<del></del>	
SUITE 1105	•		<del></del>	ON OF CONTRACT/O	SOCO NO	
MCLEAN, VA 22102-429	19		COW-7-C		MUEN NO.	
•			X COW-8-P	·		
	_		CO    CO    CO	-0101		
Attn: (b)(6)	)		10B, DATED (SEI	F (TEM 19)		
CODE	FACILITY CODE		02/12/9			
11. THIS	ITEM ONLY APPLIES	TO AMENDMENTS O				
The above numbered solicitation is amended a	s set forth in Item 14. The H	Our and date specified for	receipt of Office		i	s not
Offers must acknowledge receipt of this amendment	nt prior to the hour and date	specified in the solicitation	n or as amanded, by	is extended,		
(a) By completing Items 8 and 15, and returning	copies of the amendme	ent; (b) By acknowledging	receist of this amon	duia oi trea ioliom	Ang mer	nods:
submitted; or (c) By separate letter or telegram whi	CD INCLUCIOS A TATATANCA to ti	ha onlicitation and amanda	nantaumbau Calli	IDE ARVAUS		
VOVIAOMED DIMENTILO RE RECEIVED VILLAE AL	LACE DESIGNATED FOR TH	IE RECEIPT OF OFFERS P	RIOR TO THE HOUR	AND DATE SOCO	JEIED M	AY
PERCHANGE AND A LOCK OFFER ILDAM	Tue of this amendment you	desire to chance an offer a	ifraadu eubenittad 👵	ab abanca man		L
telegram or letter, provided each telegram or letter specified.	LINEWAR LAIRABILICA TO (UR 2011)	citation and this amendme	nt, and is received p	rior to the opening	g hour a	nd date
12. ACCOUNTING AND APPROPRIATION DATA (# required)			<del>- 1</del> :-			
			Ne	t Change		\$0.0
13. THIS	ITEM APPLIES ONLY	TO MODIFICATIONS	OF CONTRACT	S/ORDERS		
	ODIFIES THE CONTRA	ACT/ORDER NO. AS I	DESCRIBED IN I	Γ <b>ÉM</b> 14.		
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Speci CONTRACT ORDER NO. ITEM 10A.	lly authority) THE CHANGES SET FO	ORTH IN ITEM 14 ARE MADE IN TH		<del></del>		
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFI SET FORTH IN ITEM 14, PURSUANT TO THE AUTHOR TY	FD TO REFLECT THE ADMINISTRAT OF FAR 43.103(6).	IVE CHANGES (such as changes )	n paying office, appropriati	on date, etc.)		
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO P			<u></u>			
and the same of th	ORSCANT TO ALTHOMITY OF:					
D. OTHER (Specify type of modification and authority)	<del></del>	<u> </u>				
		<del></del>				
E. IMPORTANT: Contractor X is not,	is required to sign this do	ocument and return	copie	s to the issuing of	fice.	
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by	UCF section headings, including so	dichation/contract subject matter v	hera feasible.)	<del></del> -		
This modification p	rovides for conti	nued support fo	the Intell	igence		
Division.						
This modification in	ncreases the obli	gated amount of	this order	from		
\$9,668,400.00 to \$9	,700.100.00 for i	n increase of \$.	31,700.00			
(continued)						
Except as provided herein, all terms and conditions of the document						
remains unchanged and in tox force and effect.	i referenced in liem BA or 10A, as her	etofore changed,				
15A. NAME AND TITLE OF SIGNER (Type or print)	· · ·	18A, NAME AND TITLE OF CON	TRACTING OFFICER	(Type or p	inn	
				γ.γ.ου οι φ.	0	
		Robert N. Beaty	<del>ζ</del>			
158. CONTRACTOR/OFFEROR	15C. DATE SIGNED	168. UNITED STATES OF AMER	pA .	180	DATE SIG	3NED
			_ 2		11	2
(Signature of person authorized to sign)		(Signature of Con	tracting Officer)	<del></del>	18/5	-
ISN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE		30-105	STANE	ARD FORM 3	O (RFV	70.83
Working Cou			Prescribed	by GSA, FAR (48 CFR)	53.243	

AMENDMENT OF SOLICITATION, MODIFICATION OF	F CONTRACT	ATRACTIO CODE PAGE OF PAGE 1 2
AMEMOMENT/MODIFICATION NO. 3. EFFECTIVE DATE 000006 07 / 05 / 08	4. REQUISITION/PURCHASE REQ	NO. 5. PROJECT NO. (If applicable)
07/00/38	SID-8-00410	
Immigration & Naturalization Syc	7. ADMINISTERED BY (If other tha	
Headquarters Procurement	Tandgration & (	aturalization Svc
425 I Street, N.W., Room 2208	Headquarters P	V.W., ROOM 2208
Washington, D.C. 20536	Washington, D.	7.W., ROOM 2208
• ,	washington, b.	20336
I. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) TIN:	411571110	(X) 9A AMENDMENT OF SOLICITATION NO.
WANG GOVERNMENT SERVICES, INC		W SAC AMENOMENT OF SOLIGITATION NO.
7900 WESTPARK DRIVE		98. DATED (SEE ITEM 11)
SUITE 1105		10A. MODIFICATION OF CONTRACT/ORDER NO.
MCLEAN, VA 22102-4299		COW-7-C-0013
		X COW-8-P-0181
Attn: (b)(6)		
		108. DATED (SEE ITEM 13)
XODE FACILITY CODE		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 r	Breint of Offers   leavended   is not
Offers must acknowledge receipt of this amendment prior to the hour and data;  a) By completing items 8 and 15, and returning copies of the amendment.	ite specified in the solicitation	or as amended, by one of the following methods: sceipt of this amendment on each copy of the offer
elegram or letter, provided each telegram or letter makes reference to the sol pecified. . ACCOUNTING AND APPROPRIATION DATA (frequired)	screttion and this amendmen	
	<u></u>	Net Change \$1,000,000.
13. THIS ITEM APPLIES ONLY	Y TO MODIFICATIONS	OF CONTRACTS/ORDERS
	(ACT/ORDER NO. AS D	ESCRIBED IN ITEM 14.
X) A THIS CHANGE DIFFER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET I CONTRACT ORDER NO. ITEM 10A.	FORTH IN ITEM 14 ARE MADE IN THE	
THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRAL SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 42 (1701)	ATHE CHANGES!	
SET FORTH IN TEM 14, PURSUANT TO THE AUTHORITY OF FAR 43,103(b).	HITTE CENTRALES (SUCH AS CHANGES IN	paying office, appropriation data, etc.)
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:	<del></del>	
<u> </u>		
D. OTHER (Specify type of modification and authority)		
		·
IMPORTANT: Contractor IXI is not  it required to sing this	don	
annument College College to Bigli fills (		copies to the Issuing office.
DESCRIPTION OF AMENOMENT/MODIFICATION (Organized by UCF section headings, including	solicitation/contract subject matter wit	ete fessible \
DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl	solicitation/contract subject matter wi	this order from
DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including	solicitation/contract subject matter wi	this order from
This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for	solicitation/contract subject matter wi	this order from
DESCRIPTION OF AMENOMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for Acounting/Appropriation Data	solicitation/contract subject matter with ingated amount of an increase of \$	this order from
This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for Acounting/Appropriation Data 1581217/818D.111U.14U.00 \$500,000	concilation/contract subject matter we igated amount of an increase of \$	this order from
This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  Acounting/Appropriation Data 1581217/81SD.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927	co-citation/contract subject matter with igated amount of an increase of \$ 0.00	this order from
DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  Acounting/Appropriation Data 1581217/81SD.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927 15X8598/81SD.321S.14S.00 \$369,447	concitation/contract subject matter we igated amount of an increase of \$ 0.00 0.00	this order from
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DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  Acounting/Appropriation Data 1581217/81SD.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927 15X8598/81SD.321S.14S.00 \$369,447 15X8598/81SD.381K.14K.00 \$ 4,626	co-citation/contract subject matter with igated amount of an increase of \$0.00 .00 .00 .00	this order from
4. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  Acounting/Appropriation Data 1581217/818D.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927 15X8598/81SD.321S.14S.00 \$369,447 15X8598/81SD.381K.14K.00 \$ 4,626	co-citation/contract subject matter with igated amount of an increase of \$0.00 .00 .00 .00	this order from
ACOUNTING APPROPRIATION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  ACOUNTING/Appropriation Data 1581217/81SD.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927 15X8598/81SD.321S.14S.00 \$369,447 15X8598/81SD.381K.14K.00 \$ 4,626	co-citation/contract subject matter with igated amount of an increase of \$0.00 .00 .00 .00	this order from
A DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, includings). This modification increases the oblique and the modification increases the oblique and the modification of the oblique and the obliqu	solicitation/contract subject matter white igated amount of an increase of \$1.00 2.00 2.00 2.00 3.00 3.00 3.00 3.00 3	this order from
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A DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including: This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  Acounting/Appropriation Data 1581217/818D.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927 15X8598/81SD.321S.14S.00 \$369,447 15X8598/81SD.381K.14K.00 \$ 4,626  Accept as provided herein, all terms and conditions of the document referenced in Hern 9A or 10A, as hermains unchanged and in full force and effect.  SA NAME AND TITLE OF SIGNER (Type or print)	solicitation/contract subject matter white igated amount of an increase of \$1.00 2.00 2.00 2.00 3.00 3.00 3.00 3.00 3	this order from  1,000,000.00  ACTING OFFICER (Type or piet)
This modification increases the obl \$8,668,400.00 to \$9,668,400.00 for  Acounting/Appropriation Data 1581217/818D.111U.14U.00 \$500,000 15X8598/81SD.151K.14K.00 \$125,927 15X8598/81SD.321S.14S.00 \$369,447 15X8598/81SD.381K.14K.00 \$ 4,626  Accept as provided herein, all terms and conditions of the document referenced in liam 9A or 10A, as homeone uncranged and in full force and effect.  (Type or print)	solicitation/contract subject matter with igated amount of an increase of \$1.00 .00 .00 .00 .00 .00 .00 .00 .00 .00	this order from  1,000,000.00  ACTING OFFICER (Type or piret)  A 18C. DATE SIGNED

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR (48 CFR) 53,243

AMENOMENT OF SOLICITATION		
AMENDMENT OF SOLICITATIO1., MODIFICATIO 2. "**MOMENI/MODIFICATION NO.   3. EFFECTIVE DATE	N OF CONTRACT ONTRACT ID CODE PAGE	OF
· 000005	4. AEQUISTRON /PURCHASE REQ NO. 5. PROJECT NO. (# appli.	
CODE ROSDED BY		ane)
Immigration & Naturalization Syc	7, ADMINISTERED BY (if other than Item 6) CODE HC	PRO
neadquarters Procurement	Indigration & Naturalization Comp	
425 I Street, N.W., Room 2208	Headquarters Procurement Div.	
Washington, D.C. 20536	425 I Street, N.W., ROOM 2208	
	Washington, D.C. 20536	
3, NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	IN: 411571110 Im Im Im	
WANG GOVERNMENT SERVICES. INC	R BA AMENDMENT OF SOLICITATION NO.	
/900 WESTPARK DRIVE	96. DATEO (SEE ITEM 11)	
SUITE 1105		
MCLEAN, VA 22102-4299	10A. MODIFICATION DE CONTRACT/ORDER COW-7-C-0013	NO.
	X COW-8-P-0181	
Attn: (b)(6)		
CODE	10B. DATED (SEE ITEM 13)	
FACILITY CODE	02/17/05	
The shore purchased 11. THIS ITEM ONLY APPL		
The above numbered solicitation is amended as set forth in Item 14.  Offers must acknowledge receipt of this amendment prior to the hour and	The Hour and date specified for receipt at CV	<del></del>
(a) By completing have a god as	The specified in the splicitation of as amounted to	Is not exten
submitted; or (c) By separate letter or telepromy block in the ame	ndment; (b) By acknowledging receipt of this amendment on each copy of eto the solicitation and amendment numbers. Salt USC Officers	ethods
submitted; or (c) By separate letter or telegram which includes a reference ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE PLACE DE	e to the solicitation and amendment numbers. Fait LICC OF YOUR	the offe
RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment	e to the solicitation and emendment unbers. FALURE OF YOUR  R THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED  you desire to change an offer skeady submitted and behavior	AAAV
specified.	IR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED you desire to change an offer already submitted, such change may be made solicitation and this amendment, and is received prior to the opening hour	de by
Z. ACCOUNTING AND APPROPRIATION DATA (# required)	and is received prior to the opening hour	and de
13 THIS ITEM ADDITION OF	Net Change \$45	,000.
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ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	LINIT PRICE	AMOUNT
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6. ISSUED BY	CODE		7. ADMINISTERED BY (4 other than	hem 5)	CODE	HOPRO
Immigration & N		Svc	Immigration & N		ion svc	
Headquarters Pr			Headquarters Pr	ocurement	Div.	
425 I Street, M		3	425 I Street, N	.W., ROOM	2208	
Washington, D.C	20536		Washington, D.C			
, NAME AND ADDRESS OF CONTR	WGTOR IND. street county SI	ele and ZIP Code) TTN •	411571110			
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Attn:		b)(6) )		108, DATED (SE	EITEM (3)	
CODE	<u> </u>	FACILITY CODE		02/12/9	'	
	11. THIS	ITEM ONLY APPLIES	TO AMENDMENTS OF			<del></del>
The above numbered s	dicitation is amended a	a set forth in Item 14. The i	four and date specified for re	colut of Offers	- in audament	is not
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STANDARD FORM 30 (RE 7. 19 83) Presenced by GSA, FAR (40 CFR) 53.243

	REF. NO. OF DOC.	3 CON	ITO.		 	 PAGE	/w:
CONTINUATION SHEET	COW-7-C-0	013	COW-8-P-0181	000004		,	, CAT
NAME OF OFFEROR OR CONTRACTOR			<u> </u>		 	 4	

A NÓ.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	1581217/81SD.151B.845.00 \$ 393,378.00			<del>-</del>	<del></del>
	1581217/B1SD.171B.845.00 \$ 16,383.00				
	1581217/81SD.221B.845.00 \$ 16,376.00		íΙ		
	1581217/81SD.311B.845.00 \$ 4,964.00				
	15X8598/81SD.321K.14K.00 \$ 334.00				
	15XB598.81SD.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-B-P-0181 (task 5	1	LO	\$2500000.00	\$2500000.0
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Working Copy

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

28 WAY 13 WM 8: 56

(04/050		ucd 5/13
REQU	SISITION-MATERIALS	-SUPPLIES-EQUIPMENT
J 51	•	

SEE INSTRUCTIONS ON REVERSE

SID-8-00346

Z. GATE

04/15/98

3. ACTIVITY SYMBOL SEE BELOW

4. TO: MAME AND ADDRESS-PROCUREMENT SECTION (ON STOREROOM) LOGISTICS BRANCH

425 | STREET, NW RM:2228 WASHINGTON, DC 20536

6. FROM: NAME AND ADDRESS-REQUISITIONER
C. ALAN SHELTON SYSTEMS INTEGRATION DIVISION 425 | STREET, NW POC RM:S640

WASHINGTON, DC 20536 POC: GLENN HALL 202-6

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IMMIGRATION AND NATURALIZATION SERVICE FORM G-614 (REV. 8-(-5R)

G-614A cur 1 G104 NO. SID-8-3 NAME (PRINT): ACSAARS

, Car ( 73 1/2)

#### REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT

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

SEE INSTRUCTIONS ON REVERSE

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STORERDOM) 425 | 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

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Headquarters Procuremen			Headquarters	Procurement	Div.		
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Washington, D.C. 20536			Washington, I	.C. 20536			
6. NAME AND ADDRESS OF CONTRACTOR (No., street	·		411571110	DO BA. AMENDMI	ENT OF SOLICITATION	N NO.	
WANG GOVERNMEN	•	INC		98. DATED (S	TENEN IN		
7900 WESTPARK SUITE 1105	DRIVE				ATION OF CONTRAC	TANGES NO	<del></del>
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Attn:	(ь)(б)			10B, DATED (	SEE ITEM 131		
CODE	FACILIT	Y CODE		02/12/			
<del></del>			TO AMENDMENTS				
The above numbered solicitation is a					is extend		is not
Offers must acknowledge receipt of this							extended
					•	_	
(a) By completing items 8 and 15, and re							he offer
submitted; or (c) By separate letter or tel-	legram which includ	es a reference to	the solicitation and amer	dment numbers. FA	NLURE OF YOU	R	
ACKNOWLEDĞMENT TO BE RECEIVED RESULT IN REJECTION OF YOUR OFFE	OAL THE PLACE DES	SIGNATED FOR 11	HE RECEIPT OF OFFERS	PRIOR TO THE HO	UR AND DATE S	PECIFIED	WAY
telegram or letter, provided each talegra	un or letter makes re	ference to the soil	citation and this amend:	n arready submitted nent, and is received	, auch change m I prior to the one	iay be mad aning hour	e by and date
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(X) A. THIS CHANGE ORDER IS ISSUED PURSUA CONTRACT ORDER NO. ITEM 10A.	ANT TO: (Specify authority)			THE			
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Headquarters Procurement	\n					
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Washington, D.C. 20536		washington,	D.C. 20536			
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MCLEAN, VA 22102-43	299		COW-7	-C-0013		
			X COW-8	-P-0181		
	<del></del>			(SEE MEM 13)		
CODE	FACILITY CODE		02/12	<u> </u>		
11. T <u>H</u>	IS ITEM ONLY APPLI	ES TO AMENDMENTS	S OF SOLICITATION	ONS		
The above numbered solicitation is amended	as set forth in Item 14. T	he Hour and date specified	for receipt of Offers	is extend		not xtended
Offers must acknowledge receipt of this amenda	nent prior to the hour and	date apacified in the solici	tation or se amended	, by one of the fo		
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(Signature of person authorized to sign)	<del></del> 1	El (Sino distriction	of Contracting Officer)		3/1/	2,0

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PREVIOUS EDITION UNUSABLE

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STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR (48 CFR) 53,243

	REF. NO. OF DOC. SE. DNTD.	PAGE	OF
CONTINUATION SHEET	COW-7-C-0013 COW-8-P-0181 000002	2	2

NAME OF OFFEROR OR CONTRACTOR

A NO.	SUPPLIES/SÉRVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
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Headquarters Procurement 425 I Street, N.W., Room 2208		425 I Street,		_			
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11. THIS D	EM ONLY APPLIES	TO AMENDMENTS OF	SOLICITATION	<u> </u>			
The above numbered solicitation is amended as		•		is extende	. —	is not extended.	
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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 midtier (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.

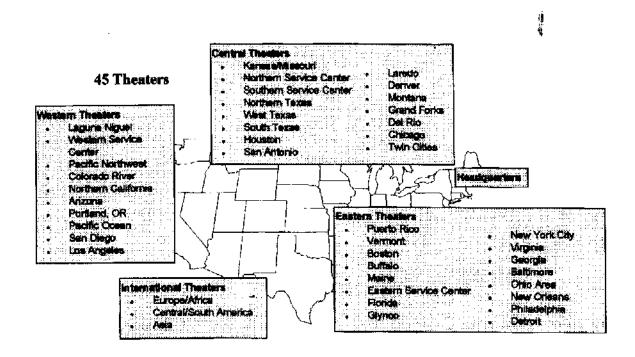


Figure 1-1: FOS/HM Theaters (Current)

#### 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 1.

#### 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 directs 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).

# 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)

	Encentives					
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
Employee Staffing	Maximum staffing of qualified employees	Minimum average staffing rate of 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, 0.5% * \$100,000 = \$5,000 performance credit 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.

***************************************
mmigration & Naturalization Service Contracting Officer
Immigration & Naturalization Service COTR
Immigration & Naturalization Service End User Representative
Service Provider Representative Signature
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. (WGSI) 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. (WGSI) understands that the Immigration and Naturalization Service (INS) is planning to implement the Field Operations Support (FOS) services using a Theater Management concept. WGSI understands this concept was developed using geographic areas to develop the actual theaters. Within these theaters it is WGSI's understanding that the INS has an initial operating ratio of 1 support person for every 100 users.

Operational Areas: WGSI 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, WGSI 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 WGSI 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 he deployment of basic office automation and INS developed applications.

# **INS-FOS OPS AREAS**

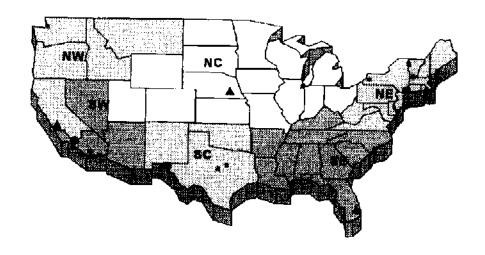


Figure 1

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, WGSI 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, WGSI 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 WGSI 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 is 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 WGSI 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, WGSI will recruit using the following procedure:

- WGSI program management notifies the recruiters of openings on the program which will including 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: DOL 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 WGSI 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 WGSI 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: WGSI will refine its existing Contingency Plan and submit it to INS for review and approval on January 5, 1998.

Employee Retention: WGSI realizes that retaining outstanding performers is as important as finding good candidates to both the INS and WGSI. We believe that retention of staff is based on tangible and intangible benefits. WGSI 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: WGSI 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 WGSI'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) WGSI 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. <u>Deliverables</u>

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 directs 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

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) Project Manager FOS
  - b) 7900 Westpark Drive, Suite LLG21
- (b)(6)

- c) McLean, VA 22102
- d) (703) 827-3096
- (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. WGSI requests that activation of performance measurements not begin until 90 days after the official acceptance of this Task Order. WGSI 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 is	nceoliva					
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
-						
				<u> </u>	<del>                                     </del>	

# 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.
Immigration & Naturalization Service Contracting Officer
Immigration & Naturalization Service COTR
Immigration & Naturalization Service End User Representative
Service Provider Representative Signature
(b)(6)
Service Provider Representative Signature  Attachment 1:
Task Order Costing Data Spreadsheet (17 Pages)

Contract No.; COW-7-C-0013 Task Order No.: FOSB6-005

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WGS, fnc.

INS FOS Task Order 5 – Field Operations Support PRICE SURMARY

Contract No.: COW-7-C-0013 Tesk Order No.: FOS98-005

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Contract No.: CON-7-C-0013 Task Order No.: FGS98-005

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INS FOS
Task Order 5 - Field Operations Support
PRICE SUMMARY

Contract No.: COW-7-C-0013 Task Order No.: FOS98-005

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Continued   Cont	2	1	叟	12/15/97	/W. 17	12/1/20	+	┿	12/15/87	12/15/97	12/15/97	12/15/97		Z	12/15/97	3/1/2	1/31/96	1/31/08	12/15/97	13/15/07	╆	İ	QX.	12/15/97	ì	V,	2/1/08	NI/VE	16/16/1	1/31/54		<b>X</b>	12/15/97	12/15/97	X/1/X	3/1/2	3/1/26	L
HEBBARSIA SERVICE CTR Technical Manager (Operations) Certified Network Engineer Systems Network Engineer Systems Network Administrator Lectified Network Administrator Systems Network Administrator Systems Network Administrator Certified Network Administrator Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Certified Network Engineer Systems Network Engineer	STCLN		Lincoln	3002	200	3029	300	3003	3007	3037	3037	7037		St. Preul	3004	3029	3029	3002	žģ.	8	3038		Kenners Cuty	3003	T)	2002	808	920%	3004	3003	إ	Sen Antomo	3004	3003	800%	3036	3004	6006
			CIK	Millionis	ninietrator	ineer	Iministrator-LBA	18 Specialist	nalyst	is Technician	is Technicien	ns Technician		W CITIES	k Administrator	k Engineer	rk Engineer	Ager	vork Administrator	cations Specialist	stems Technician		YDO	cations Specialist		Analyze	if Engineer	k Engineer	rk Administrator	flons Specialist		3	nt Administrator	bons Specialist	( Engineer	Engineer	k Administrator	Mions Specialist-LBA

Contract No.: COW-7-C-0013 Test Order No.: FOS96-005

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<b>5</b>	ENE LocationPosition	STOLN		sus ,	Rate Hours Labor Dallers	5 2	10	OT TOTAL	Grand Total	5 8
	CHICAGO ASYLUM	Chicago	=	L						
	Telecommunications Specialist	3003	30/1/6							
	HOUSTON ASPLAN	Fourth	ř							
	Systems Network Administrator	3004	12/15/97							
	DENVERIDO		٤	}						
	Systems Network Administrator	3004	3	_						
	Certified Network Engineer	3029	3/1/68	_ 						
	Telecommunications Specialist-LBA	3003	1/31/58	I.BA						
	HR.ENA, MT DO		,	]						
			7	_						
	Telecommunications Specialist - BA	3004	1/31/98	ė						
			1	4						
	GRAND FORKS BPS	Orand Forts	Ş							
	Systems Network Administrator-LBA	3004	L	Ą						
	CHCAGO-Clica			<u> </u>						
	Sustain Laboratory	Chicago	님							
	LINETE NEWOLK AGMINISTRIOL	3004	$\dashv$	STG						
	ADMIN CTRUENO	Burlungen	¥	-						
	Technical Manager	3002	L	I BA						
	Certified Network Engineer	6206	╁	_ 						
	Certified Network Engineer	3029	12/15/97	<u> </u>						
	Certified Network Engineer	3029	12/15/97	_ ]						
	Sanior Systems Analysi	3007	12/15/97							
-	Mid-Level Computer Specialist	3015	12/15/97	]						
_	SWANTON DOC	ا		<u> </u>						
		Semplon	۲							
		90206	3/1/28	_ 						
_	Systems Network Administrator-LBA	3004	12/15/97	PA						

Contract No.: COW-7-C-0013 Task Order No.: FOS98-005

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VT SVC CTR   Eccution/Position   St CLIN   VT SVC CTR   St Albers   Certified Network Engineer   3029   3020   3				Steed Pasts	ŀ							
Confined Network Explores   St. Abers   VT	2		STCLIN			Hour	5 A	10 C	OT JOYAL	Orand Total	5 3	
Certified Network Engineer         3029         12/13/97           Certified Network Engineer         3029         12/13/97           Systems Network Administrator         3002         17/13/97           Systems Network Administrator         3004         12/13/97           Service Systems Technician         3004         12/13/97           Computer Systems Technician         3004         12/13/97           Telecommunications Specialist         3004         3/1/98           Telecommunications Specialist         3004         3/1/98           Telecommunications Specialist         3004         3/1/98           Telecommunications Specialist         3004         3/1/98           Telecommunications Specialist         3004         1/1/99           Systems Network Administrator         3004         1/1/99           Systems Network Administrator         3004         1/1/99           Systems Network Administrator         3004         1/1/99           Systems Network Administrator         3004         1/1/99           Systems Network Administrator         3004         1/1/99           Telecommunications Specialist &TG         3004         1/1/99           Telecommunications Specialist &TG         3004         1/1/99 <t< td=""><td></td><td></td><td>St. Album</td><td>ţ</td><td>•</td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></t<>			St. Album	ţ	•							1
Definition   Manager (Descriptions)   3002   1/31/98   1/31/98   1/31/98   3/96   1/31/98   3/96   1/31/99   3/96   1/31/99   3/96   1/31/99   3/96   1/31/99   3/96   3	ш	rik Engineer	3029	12/15/97	ſ							_
Systems Network Administrator   3004   121,597   131,5	 		3029	1/31/28	T							
Systems Network Administrator   3004   12/15/97   12/			3002	1/31/06	J.P.A							
Service Systems Arabyrt   3007   12/15/97   5007   12/15/97   5007   12/15/97   5007   12/15/97   5007   12/15/97   5007   12/15/97   5007   12/15/97   5007   50			3004	12/,5/97								
Seried Systems Analyst   3007   12/1597			2003	127,5/97								
Configuration Systems Technician   3000   12/15/97     Confided Network Engineer   3029   2/15/97     Telecommunications Specialist   3000   12/15/97     Telecommunications Specialist   BA   3001   1/15/97     Telecommunications Specialist   3004   1/15/97     Telecommunications Specialist   3004   1/15/97     Telecommunications Specialist   300   1/15/97     Telecommunications Specialist   300   1/15/97     Telecommunications Specialist   300   1/15/97     Telecommunications Specialist   300   1/15/97     Secretary   3002   1/15/97     Secretary   3003   1/15/97     Secretary   3004   1/15/97     Secretary   3005   1/15/97     Secretary   3005   1/15/97			3007	12/15/97	T							
Cartified Network Engineer   3029   3/1/98     Telecommunications Specialist   3004   3/1/98     Telecommunications Specialist   3004   3/1/98     Telecommunications Specialist   BA   3003   1/3/1/98     Telecommunications Specialist   BA   3003   1/3/1/98     Telecommunications Specialist   BA   3003   1/3/1/97     Systems Network Administrator   3004   1/3/1/97     Systems Network Administrator   3004   1/2/1/97     Telecommunications Specialist STG   3000   1/2/1/97     Telecommunications Specialist STG   3000   1/2/1/97     Telecommunications Specialist STG   3000   1/2/1/97     Secretary   3002   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3004   1/2/1/97     Secretary   3005   1/2/1/97     Secretary   3005   1/2/1/97     Secretary   30		hician	3000	12/15/97	T							_
Telecommunications Specialist   2003   12/1597     Systems Network Administrator-LBA   3004   3/199     Telecommunications Specialist - LBA   3003   1/3/159     Telecommunications Specialist - LBA   3003   1/3/159     Telecommunications Specialist - LBA   3003   1/3/1597     Systems Network Administrator   3004   1/2/1597     Systems Network Administrator   3004   1/2/1597     Systems Network Administrator   3004   1/2/1597     Telecommunications Specialist - STG   3009   1/3/159     Telecommunications Specialist - STG   3009   1/3/159     Telecommunications Specialist - STG   3009   1/3/159     Secretary   3002   1/3/1597     Secretary   3003   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3004   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     Secretary   3005   1/3/1597     S			305	3/1/58	Τ							
Systems Network Administrator-LBA   3004   31/99     Telecommunications Specialist   3003   1/3/99     Telecommunications Specialist   3003   1/3/99     Systems Network Administrator   3004   1/3/99     Systems Network Administrator   3004   1/3/99     Systems Network Administrator   3004   1/3/99     Systems Network Administrator   3004   1/3/99     Shecommunications Specialist STG   3000   1/3/99     Secretary   3002   1/3/99     Secretary   3003   1/3/99     Secretary   3004   1/3/99     Secretary   3005			2003	12/5/07								
Telecommunications Specialist - LBA   3003   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/99	_		Į.	t	, B							
Telecommunications Specialist-LBA   3003   1/31/58     Stations Natived Administrator   3004   1/21/597     Computer Systems Technicism   3004   1/21/597     Computer Systems Technicism   3004   1/21/597     Systems Natived Administrator   3004   1/21/597     Systems Methods Administrator   3004   1/21/597     Telecommunications Specialist-STG   3007   1/31/58     MATICHAL FREARIAS URIT   Allocas   P.A. Secretary   3002   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secretary   3003   1/21/597     Secre			5005	Ť								
Secretary   Secr	_	LBA	3003	۲	¥							
Maintone   Maintone	-			1	_							_
Systems Native(if Administration   3004   12/1597			Baltimore	ð								
President Systems   Technician   10/15/97			1004	12/15/97	Γ							
PHILADEL PHILADO         Philadelphia         PA           Systems Methods Administrator         3004         12/1597           Telecommunications Specialist STG         300         1/1/59           Telecommunications Specialist STG         500         1/3/1/59           MATCHAL FREARISS URST         Anoma         PA           Secretary         3042         1/2/1/597	_			12/15/97	Γ							_
Systems Network Administrator         1004         12/1597           Telecommunications Specialist-STG         3004         12/1597           Telecommunications Specialist-STG         3004         3/1591           NATIONAL FINEARIES UNIT         Allocom         PA           Secretary         3042         12/1597	-		W. Carle Lab.	-	]							
Telecommunications Specialist-8TG   3000   1/5/19/19/19/19/19/19/19/19/19/19/19/19/19/		ministrator		٤	_							
Telecommunications Specialist -STG   3000   1/31/99	·	Ţ	1 E	+	1							
MATICHAL FREARING UNIT         Altoons         PA           Secretary         3042         12/15/97			500	╈	2 6							
Secretary Market URSS	٤			1								
Secretary   3042   30		L PINEAKWE URE:	Vioces	PA								
Secretary Secretary Secretary Secretary Secretary Secretary Secretary			042	12/15/97	_							
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Use of disclosure of proposal data is subject to the restriction on the title page of this proposal. Place 7 of 17

Contract No.: COM-7-C-0013 Task Order No.: FOSSB-005

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Task Order 5 -- Field Operations Support
PRICE SUMMARY

State   Control Special   State   St	- 14 15 11			Start Date	•		ь	ō	OT TOTAL	Orwand Total	5	ſ
High YORK ADD   12/1597		LOCAROVYTORIDON	STOLE				2	HOURS	Dellare	Dollers	3	
Elecconvariant Specialist   3000   12/557   12		HEW YORK DO	New York	ž			:					
Service Systems Analyse   3004   121597   1215	LŲ I	Telecommunications Specialist	300	(5/1/21								
Systems Network Administrator   3004   121597   121597   121597   12004   121597   12004   121597   12004   121597   12004   121597   12004	ш	Senior Systems Analyst	3007	12/15/07	T							
Computer Systems Technician   3043   12/15/97     Technical Mercepar (Operations)   3007   12/15/97     Sentor Systems Technician   3007   12/15/97     Sentor Systems Technician   3007   12/15/97     Sentor Systems Technician   3007   12/15/97     Cartifled Network Engineer   3009   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/003   3/16/98     Telecommunications Specialist   3/004   12/15/97     Telecommunications Specialist   3/004   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications Systems Technician   3/04   12/15/97     Telecommunications S	щ	Systems Network Administrator	3004	2015/02	T							
Technical Marrager (Operations)   Stock	Ž	Computer Systems Technician	£	12/15/07	T							
Computer Systems Analyze		Technical Menager (Operations)	3002	12/14/87	T							
Computer Systems Technician         3043         17/15/97           Cartified Network Engineer         3009         37/69           Certified Network Engineer         3009         37/69           Systems Network Administrator         3009         37/69           Systems Specialist - LBA         3009         37/69           Telecommunications Specialist - LBA         3009         37/69           Telecommunications Specialist - LBA         3009         37/69           Telecommunications Specialist - LBA         3009         37/69           Wallett Report Systems Network Administrator - LBA         3009         37/69           Cartified Network Engineer         3009         37/69           Cartified Network Engineer         3009         37/69           Jewschmits Network Engineer         3009         37/69           Cartified Network Engineer         3009         37/69           Jewschmits Network Engineer         3009         37/69           Jewschmits Network Engineer         3003         37/69           Jewschmits Network Engineer         3003         37/69           Jewschmits Specialist - LBA         3003         37/69           Jewschmits Specialist - LBA         3000         37/69           Jewschmits Specia		Senior Systems Analyst	3007	12/15/97	Ţ							
Cartified Network Engineer         3000         37,68           Cartified Network Engineer         3000         37,68           Systems Network Engineer         3000         37,68           Systems Network Engineer         3000         37,68           Telecommunications Specialist-LBA         3000         17,198           Telecommunications Specialist-LBA         3000         17,198           VARRECK ST ST ST ST A         3000         17,198           VARRECK ST ST ST A         3000         17,198           Telecommunications Specialist-LBA         3000         37,597           AFRICAL Network Engineer         3000         37,597           AFRICAL Network Engineer         3000         37,597           AFRICAL Network Engineer         3000         37,597           AFRICAL Network Engineer         3000         37,597           AFRICAL Network Engineer         3000         37,597           AFRICAL New Computer Specialist Engineer         3000         37,597           AFRICAL New Computer Specialist Engineer         3000         37,597           AFRICAL New Computer Specialist Engineer         3000         37,597           AFRICAL New Computer Specialist Engineer         3000         37,597           AFRICAL New Com		Computer Systems Technician	300	12/15/07	1							
Cartified Network Engineer         3009         37,598           Systems Network Engineer         3009         37,598           Telecommunications Specialist         3009         37,598           Telecommunications Specialist         3009         37,598           Telecommunications Specialist         3009         37,598           Telecommunications Specialist         3009         37,598           VARINGE ST STA         3009         37,598           Telecommunications Specialist         3009         37,598           Confliked Network Engineer         3009         37,598           Confliked Network Engineer         3009         37,598           Confliked Network Engineer         3009         37,598           Telecommunications Specialist         3009         37,598           Telecommunications Specialist         3009         37,598           Telecommunications Specialist         3009         37,597           Mid-Lavel Computat Specialist         3009         37,597           Metwork Engineer         3009         37,597           Alfert YORK ASTILLISE         3009         37,597           Metwork Specialist         3009         37,597           Outputer Specialist         3004         37,597		Cartified Network Engineer	80%	5	T							
Systems Network Administrator         3004         31/98           Telecommunications Specialist         3003         3/198           Telecommunications Specialist         3003         1/3/99           Telecommunications Specialist-LBA         3003         1/3/99           Telecommunications Specialist-LBA         3003         1/3/99           VARINGER ST ST Specialist-LBA         3003         3/198           Systems Network Administrator-LBA         3003         3/198           EFK ARRECRIT         3003         3/198           Cartified Network Administrator-LBA         3003         3/198           Systems Network Engineer         3003         3/198           Cartified Network Administrator-LBA         3003         3/198           Cartified Network Engineer         3003         3/198           Cartified Network Engineer         3003         3/198           LESTER ENTY CORRECT FACILITY         Ulater Cnty         NY           Mid-Lawel Computar Specialist-LBA         3003         3/198           Metwork Engineer         3003         3/198           Valency Computar Specialist         3003         3/198           Valency Computar Specialist         3004         12/1597           Omputar Systems Technician	ш	Cartified Network Engineer	3026	2017	Τ							
Telecommunications Specialist   3003   31/98     Telecommunications Specialist	ш	Systems Network Administrator	3004	271.62	T							
Telecommunications Specialist   3003   1/31/98   1/31/	ш	Telecommunications Spacinise	3003	5	T							
Telecommunications Specialist-LBA   3003   1/31/98   1	ш	Telecommunications Specialist	3003	NAIA!	Τ	_						
Telecommunications Specialist-LBA   3003   1/31/98   1		Telecommunications Specialist-LBA	3003	╈	1							
VARINGE ST STA   No. 7 ork   NY		Telecommunications Specialist-LBA	3003	╈	ě							
Systems Network Administration         3004         127,597           Certified Network Engines         3009         37,695           JEM ABRICHT         3009         37,695           JEM ABRICHT         3009         37,695           Jeff Abricht         3009         37,695           Spribmus Network Engines         3009         37,695           Certified Network Engines         3009         17,195           Certified Network Engines         3009         17,195           Telecommunications Specialist-LBA         3009         17,195           Mich Engines         3015         127,597           Name         Name         Na           Name         Na         127,597           Ontputs         Sprise         127,597           Ontputs         3004         127,597           Ontputs         127,597           Ontputs         127,597           Ontputs	<del></del>	ATO TO SUPPLY	New York	ķ	]							
Cartified Network Engineer         3003         3/1/59           Telecommunications Specialist         3003         3/1/59           Systems Network Administrator-LBA         3004         3/1/59           Cartified Network Engineer         3009         3/1/59           Cartified Network Engineer         3009         3/1/59           Telecommunications Specialist-LBA         3003         1/3/1/59           Telecommunications Specialist-LBA         3003         1/3/1/59           Telecommunications Specialist-LBA         3003         1/3/1/59           Mid-Lavel Computer Specialist         3015         1/3/1/59           Mid-Lavel Computer Specialist         3015         1/3/1/59           Mid-Lavel Computer Specialist         3015         1/3/1/59           Systems Analyst         3004         1/2/1/59           Metwork Specialist         3004         1/2/1/59           Computer Specialist         3044         1/2/1/59           Jr Computer Specialist         3044         1/2/1/59           Jr Computer Specialist         3045         3/1/59           Jr Computer Specialist         3044         1/2/1/59           Jr Computer Specialist         3044         1/2/1/59           Jr Computer Specialist <td< td=""><td></td><td>Symbolis Network Administrator</td><td>1</td><td>1 20071101</td><td>ſ</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>		Symbolis Network Administrator	1	1 20071101	ſ							
Telecommunications Specialist   3003 37/98		Certified Network Formings	1	(ACCION)	T							
Strict   S		Telecommunications Services	3000	26/1/6	1							
Systems   Name	•		200	NIV.	7							
Systems Network Administrator, ISA         3004         37,98           Certified Network Engineer         3029         37,98           Certified Network Engineer         3029         37,98           Telecommunications Specialist-IBA         3003         1/3198           IALETER ENTY-CORNECT FACHLITY         101444 Cny         NY           MIGHWYCER ASYLLISE         3015         127,597           MEWARK BD         3029         3/168           Systems Analyst         302         3/169           Namer         NA           Network Engineer         302         3/169           Systems Analyst         302         3/169           Computer Specialist         304         12/1597           Computer Specialist         304         12/1597           Computer Specialist         304         12/1597           JC Computer Specialist         304         12/1597           JC Computer Specialist         304         12/1597           JC Computer Specialist         304         12/1597		#X APACKT	Thire York	ķ								
Certified Network Engineer         3029         3/198           Certified Network Engineer         3029         1/3198           Telecommunications Specialist-LBA         3003         1/3198           IALSTEIN ENTY-CORNECT FACHLITY         101444 Crty         NY           Mid-Lavel Computar Specialist         3015         12/1597           Mid-Lavel Computar Specialist         3026         3/168           Certified Network Engineer         3029         3/169           Systems Analyst         3029         3/169           Name         12/1597         N/1597           Network Specialist         3020         12/1597           Computer Systems Technician         3044         12/1597           Jr Computer Specialist         3044         12/1597           Jr Computer Specialist         3044         12/1597           Jr Computer Specialist         3044         12/1597           Jr Computer Specialist         3044         12/1597		Systems Network Administrator-LSA	3004	r	I RA							
Certified Natwork Engineer         1029         1.51.98           Telecommunications Specialist-LBA         3003         37.98           MLETER CNITY CORNECT FACHLITY         101ster Cnty         NY           Mid-Level Computar Specialist         3015         121557           Mid-Level Computar Specialist         3025         37.98           Systems Analyst         3029         37.98           National Network Engineer         3029         37.98           Systems Analyst         302         121.597           Network Specialist         3012         121.597           Computer Specialist         304         121.597           Computer Specialist         304         121.597           Jr Computer Specialist         304         121.597           Jr Computer Specialist         304         121.597           Jr Computer Specialist         304         121.597           Jr Computer Specialist         304         121.597	_	Cartifled Natwork Engineer	3000	t								
Telecommunications Specialist-LBA   3003   1/198		Certified Network Engineer	3029	1/31/98	Τ							
Martin   M		Telecommunications Specialist-LBA	3003	t	¥E]							
MEW YORK ASYLUSE         TACHLETY         TOUGE Crey         NY           MEW YORK ASYLUSE         3015         12/15/97           MEW YORK ASYLUSE         Now York         NY           Certified Network Engineer         3029         3/16/97           Systems Analyst         3029         3/16/97           Nameta Nam	_	Felecommunications Specialist L.B.A.	3003		LBA							
Mid-Lavel Computar Specialist         3015         12/1597           Mid-Lavel Computar Specialist         3025         12/1597           Certified Natwork Engineer         3029         3/198           Systems Analyst         3029         3/198           National Specialist         3012         12/1597           Computar Specialist         3012         12/1597           Computar Specialist         3044         12/1597           U. Computar Specialist         3044         12/1597           U. Computar Specialist         3044         12/1597           U. Computar Specialist         3044         12/1597           Computar Specialist         3044         12/1597           U. Computar Specialist         3044         12/1597           Computar Specialist         3044         12/1597		W. STER CHTY CORRECT SAND ITY		ş								
MERY PORTY, ASTYL LIME		Mid-Level Computer Specialist	3014	127 5507	ſ							
MEWARK ASTURE         New York         NY           Certified Network Engineer         3029         31/88           Systems Analyst         3008         12/1597           NEWARK BD         Namet         NJ           Network Specialist         3012         12/1597           Computer Systems Technician         3044         12/1597           U. Computer Systems Technician         3044         12/1597           U. Computer Specialist         3044         12/1597           U. Computer Systems Technician         3044         12/1597           U. Computer Systems Technician         3044         12/1597           U. Computer Systems Technician         3044         12/1597	•			12777	7							
Certified Nativork Engineer         3029         31/88           Systems Analyst         300¢         12/1597           NEWARRK BC         12/1597         Namek         NJ           Network Specialist         3012         12/1597         12/1597           Computer Systems Technician         3044         12/1597         12/1597           U Computer Systems Technician         3044         12/1597         3/1/88           Computer Systems Technician         3045         12/15/97         3/1/88			New York	ž	•							
Systems Analyst         300t         12/1597           NEWARRK BG         Name         NJ           Network Specialist         3012         12/1597           Computer Systems Technician         3044         12/1597           U Computer Systems Technician         3044         12/1597           U Computer Specialist         3044         12/1597           Computer Systems Technician         3045         31/88		1961	3029	3/1/38	Γ							
NEWLASK DC         NU         NJ           Network Specialist         3012         12/15/97           Computer Systems Technician         3044         12/15/97           Ormputer Systems Technician         3044         12/15/97           Ur Computer Specialist         3045         3/1/88           Computer Systems Technician         3045         1/31/88		Systems Analyst	3006	12/15/97	Π							
Network Specialist         3012         127,597           Computer Specialist         3044         12/15/97           Computer Systems Technician         3044         12/15/97           Jr Computer Specialist         3045         37/88           Computer Specialist         3045         37/88	2			<b>5</b>								
Computer Systems Technician 3044 12/15/97 Computer Systems Technician 3044 12/15/97 U. Computer Specialist 3045 37/88 Computer Specialist 3045 1/31/88			- Sign	12/14/07	Γ							
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		omputer Systems Technicism	304	T	ā							

December 5, 1987

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

Compact   December   Compact   December					E.	PRICE SUMMARY	MARY			(b)(4)			
CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.   CLAMINA   No.		LocationPosition	3 6	Start Date	818			5	6	OT TOTAL	Grand Total	5	ļ
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Sufficient   3009   31/98   31/98   3009   31/98   3009   31/98   3009   31/98   3009   31/98   3009   31/98   3009   31/98   3009   31/98   3009   3009   31/98   3009   3009   31/98   3009   3009   30/98   3009   30/98		NEWARK ASYLIM	Nower	2									_
Section   100		Certified Network Engineer	3029	25/1/2									
Putties   Putt	-	Systems Analyst	3006	12/15/97									
Micros Specialist STG   121597   1215		BLFFALODO	Buffelo	À		_							
Socialist Specialist STG   3002   31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/98   1/31/99   1/		Certified Network Engineer	3030	12/14/02									
Superialist   Superialist		Technical Manager	3003	3/1/9	T								
Misson   121597   1		Systems Network Administrator	3005	3/1/98									
Toronto   1/21/597		Telecommunications Specialist-STG	3003	1/3:/98	STG								
Townto   Townto   Caracla   19198	_	recommunications Specialist-STG	3003	3/1/26	STG								
Misma   121597   12	_	TORCATE	֓֞֝֟֝֟֝֓֓֓֓֓֓֓֓֓֓֟										
Comparison		Systems Network Administrator	P.U.E.	Committee									
Control   Cont				1/31/30	7								
Activities   3003   12/15/97	-	DETROIT DO	Detroit	Ŗ									
Comparison   100   1215.97   1215.		Felecommunications Specialist	3003	12/15/97									_
Comparison   100   17   17   17   17   17   17   1	251	Senior Systems Analyst	3007	12/15/97	Ī								
Mismi   FL   Mismi   FL   Mismi   FL   Mismi   FL   Mismi   Mismi   FL   Mismi   Mis	J	Settined Network Engineer	3029	3/1/98	Γ								
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The properties of the proper	**	Secretary	3046	12/15/97	Γ								
rk Administrator         3004         1215.97           rk Administrator         3004         1215.97           14 Administrator         3004         1215.97           14 Administrator         3004         1215.97           15 Per Paginoer         3004         1215.97           15 Per Paginoer         3005         1215.97           16 Per Paginoer         3003         1215.97           16 Per Paginoer         16 Per Paginoer         171.98           16 Per Paginoer         16 Per Paginoer         171.98           16 Per Paginoer         171.98         171.98           17 Per Paginoer         171.98         171.98           17 Per Paginoer         171.98         171.98           18 Per Paginoer         171.99         171.99           18 Per Paginoer         171.99         171.59           18 Per Paginoer         171.59         171.59           18 Per P		achnical Manager (Operations)	3002	101/98	T								
Administrator         3004         12/15/97           Administrator         3004         1/3/15/97           A Engineer         3004         1/3/15/97           A Engineer         3005         12/15/97           A Engineer         3005         12/15/97           Main Specialist STG         3003         1/3/19/8           Specialist         3003         1/3/19/8           RAdministrator-STG         3004         1/3/19/8           Administrator-STG         3004         1/3/19/8           Form Specialists/STG         3004         1/3/19/8           Form Specialists/STG         3004         1/3/19/8           Administrator-STG         3004         1/3/19/8           Administrator-STG         3004         1/3/19/8           Administrator-STG         3003         3/1/58           Engineer         71           Engineer         71           Administrator-STG         3003         3/1/58           Administrator-STG         3003         3/1/58           Administrator-STG         3003         1/2/597           Administrator-STG         3003         1/2/597           Administrator-STG         3002         1/2/597	-4	Systems Network Administrator	3004	12/15/97	Γ								_
Administrator   3004   1/3/595   1/4/6701   1/3/595   1/2/597	-71	Veterns Network Administrator	3004	12/15/97	Γ								
4 Administrator         3004         12/15/97           4 Engineer         3025         12/15/97           4 Engineer         3025         12/15/97           5 Engineer         3029         12/15/97           10ns Specialist         3003         3/10/98           10ns Specialist         101/15/97           10ns Specialist         101/15/97           10ns Specialist         101/15/97           10ns Specialist         3004         1/71/98           10ns Specialist         3003         3/1/98           10ns Specialist         3012         12/15/97           10ns Specialist         3012         12/15/97           10ns Specialist         3012         12/15/97	41	Withms Network Administrator	3004	1/31/54									_
Engineer   3025   12/15/97   12	73 K	systems Network Administrator	3004	12/15/97									
K Engineer         3029         12/15/97           Don's Specialist-STG         3003         3/19/8           Joers Specialist         3003         1/31/98           Joers Specialist         3003         1/21/98           Specialist         3004         1/21/98           FA Administrator-STG         3004         1/31/98           For Specialist-STG         3009         3/1/98           For Specialist-STG         3003         3/1/98           Figure         FL         FL           Engineer         3012         1/21/597           St         1/21/597         1/21/597	-(5	ALTERNATIVE CHARACTER	3020	12/15/97	Γ								
long Specialist-STG         9003         3/1/98           ions Specialist         3003         1/31/98           form Specialist         3003         1/31/98           REGIONEE SPC         Misms         FL           K Administrator-STG         3004         1/31/98           KAdministrator-STG         3004         1/31/98           For Specialist-STG         3003         3/1/98           Figure         FL           Engineer         3012         1/2/597           St         1/2/597	7 I	atrifled Metwork Engineer	6200	12/15/97									
Specialist         3003         1/31/93           Specialist         3003         1/21/93           Specialist         3003         1/21/97           Effective         Minm         FL           K Administrator-STG         3004         1/31/98           forts Specialist-STG         3003         3/1/98           Figure         Minm         FL           Engineer         3012         1/21/597           St         3012         1/21/597	-[	elecontinunications Specialist-STG	3003	₽6/1/E	STG								
Specialist         3003         12/1597           EffCLONE:         SPC         Mainten         FL           K Administrator-STG         3004         1/31/98           forts Specialist-STG         3003         3/1/98           Engineer         3029         12/1597           st         3012         12/1597	_	elecommunications Specialist	3003	1/31/98	Γ	-							
EAGNICAME: SPC   Maintain   FL   K. Administrator-STG   3004   1/31/98   Ions Specialist-STG   3003   3/1/98   Maintain   FL   Engineer   3029   12/1597   St   3012   12/1597   St   3012   12/1597   St   3012   12/1597	-	elecommunications Specialist	3003	12/15/97	Τ								
Control   Cont	Ł.	MAIN THEATRE AVENAGE CON	ľ	,									
forts Specialist STG         3003         3,1/98           Advisor         F.           Engineer         3029         12/1597           St         3012         12/1597	Īω	Vitems Network Administrator, 977	1000	Ì		-							
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	Ž	Wwork Specialist	3012	12/15/07	Ī								

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WGS, Inc.

INS FOS

Task Order 5 -- Field Operations Support
PRICE SUMMARY

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Centract No.: COW-7-C-0013 Task Order No.: FOS98-005

STCLW   Start Date   Start Da	Aclamta 3004  STG 3004  Misma 3004  STG 3004  STG 3004  Gharta 3004  STG 3004	20 15 15 15 15 15 15 15 15 15 15 15 15 15			PATE HOURS
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INS FOS

Task Order 5 — Field Operations Support
PRICE SUMMARY

(b)(4)

Contract No.: COW-7-C-0013 Task Order No.: FOS98-005

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ı	MENEWER SO	Memphis	ž									
ú	Systems Network Administrator	3004	1/31/84	Π								
	CLEVELAND DO	Cleveland	75									
ш	Mid-Level Computer Specialist	3015	12/15/97	Γ								
	2531	Burlington	5									
ш	Certified Network Engineer	3029	76/21/21	Γ								
	BOSTOW DO	Boston	¥.									_
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ů.	Hecommunications Specialist-STG	3003	371.928 S	stc								
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ш	Systems Network Administrator-STG	3004		STG								
	PORTLAND, ME	Porting	5	]								
<b>س</b>	Administrator-LBA	3004	Ļ	LBA								
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ti.	r Administrator	Sen Juen	æ									_
ш	Telecontriumcetions Specialist-STG	3003	+	2								
Z III	Computer Systems Technician	3048	3/1/98 5	STG								
	PHIADELPHIACUSA	Philadelphia	48									
ш	vistrator-STG	3004	7	sto								
<b></b>	NY CUSA	Not York	È									
ш	Systems Network Administrator	3004	12/15/97	Γ								
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ш	rator	300	12/15/97	_ Г								_
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	GANDEN CITY MY - CUSA	Gerden Cav	À.X	]								_
w ı		3004	1915/12/	_ _								
_	Systems Network Administrator	HO06	12/15/97	1								_

Contract No.: COVV-7-C-0013 Task Order No.: FOSSB-005

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Legima Nignel   CA   3002   12/15/97   12/	Lagura Nugue  CA   2002   12/15/97   2002   12/15/97   2009   2009	Laguna Nugue  CA   2002   12/1597   2002   12/1597   2009   12/1597   2009   12/1597   2009   12/1597   2009   2009   21/1597   2009   22/1597   22/1597   2009   22/1597   22/1597   2009   22/1597   22/1597   2009   22/1597   22/1597   2009   22/1597   22/159	Laguna Nugue  CA   2002   12/1597   2002   12/1597   2009   12/1597   2004   12/1597   2004   12/1597   2006   12/1597   2006   12/1597   2009   21/1597   2009   21/1597   2009   22/1597   22/1597   2009   22/1597	l
3002   12/1597   3002   31/1597   3002   31/1597   3003   31/1597   3009   32/1597   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597   32/1597   3009   32/1597	3002   12/1597   3002   31/1597   3002   31/1597   3009   31/1597   3009   31/1597   3009   31/1597   3009   31/1597   3009   3009   31/1597   3009   3009   31/1597   3009   3009   31/1597   31/1597   3009	3002   12/1597   3002   31/1597   3002   31/1597   3009   31/1597   31/1597   3009   31/1597   31/1597   3009   31/1597   31/1597   3009   31/1597   31/1597   3009   31/1597   31/1597   3009   31/1597   31/1597   3009   31/1597   31/1597   31/1597   3009   31/1597   31/1597   31/1597   3009   31/1597	3002   12/15/97   3002   3/16/97   3002   3/16/97   3/	
3026   12/15/97   3029   31/98   31/98   3029   31/98   3039   31/98   3039   31/98   3039   32/15/97   32/15/97   3039   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/15/97   3039   32/15/97   32/	3026   12/15/97   3026   31/98   31/98   3026   31/98   31/98   3026   31/98   3026   32/15/97   32/15/97   3026   32/15/97   3026   32/15/97   32/15/97   3026   32/15/97   32/15/97   3026   32/15/97   32/15/97   3026   32/15/97   32/	3026   12/15/97   3029   3029   12/15/97   3029   3029   32/15/97   3029   3029   32/15/97   3029   3029   32/15/97   3029   32/15/97   3029   32/15/97   3029   32/15/97   3029   32/15/97   3029   32/15/97   3029   32/15/97   3029   32/15/97   32/15/97   3029   32/15/97   3	3026   12/15/97   12	
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Contract No.: COW-7-C-0013 Task Order No.: FOS98-005

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CA 12/15/97 CA 12/	ST CLPN   131/98   150/94   150/96
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Contract No.: COW-7-C-0013 Task Order No.: FOSB-005

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<sup>╼</sup> ┨╴┝╅┾╅╂┧ ┝┽┦ ┝╂┤ ┝┥ ┡ <del>╇</del> ┾╃╎ ┝┥ ┠ <del>╽</del> ┟┟	CA 121597 CA 121	CA 3/198	CA 3/1/98   State Hours Labor Golden RATE Hours CA 1/3/1/98   1/3/	Sale Moses Labor Golden RATE Hours	State Nours Labor Golden. RAYE HOUNES	CA 3/1/58 1/2/1/58 1/
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┟ <del>┍</del> ┩╸┝┥╸┟┼┼┼┩╸┢┥╸┟ <del>╎┝</del> ╄╸		┟ <del>╹</del> ┩╸┝┩╸┟ <del>┦┡┩</del> ┩╸┟	┟ <del>┱</del> ┩ ┝╡ ┟┼ <del>┆╏</del> ┩ ┢┥ ┟ <del>╏┝╇</del> ┩ ├┩	┟┱┩┝┤╶┟┼╅┲┩┈┢┤┈┟┼┼╄┩┈├┦┈┝╉┼	CA 12/15/97  CA 1/15/08  LA 1/15/08  LA 1/15/07  LA 1/	CA CA STIPS
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┫╶┞ <del>╌</del> ┇┈┟┼┼┼┼╃┩┈┢┥┈┟ <del>╏┝╇</del> ╸	┫ <b>╒┋╌┼┼┼┼</b> ┩	┫╸┞╌┇╸┟┼┼ <del>┆╌</del> ╂┩╸┢ <del>┥</del> ╶┟ <del>┦┝╄</del> ┩╸┟	<b>1 ├┤ ┟┼┼┼┩ ┢┤ ┟┼┾╄┩ ├┦</b>	<b>1</b> ├╡ ├┼┼┼┩ ┢┥ ├┼┾╄┩ ├┦ ├╅┼	CA CA CA CA 3/1/98 3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 1/3/1/98 3/1/98 3/1/98 3/1/98	CA  CA  1/31/98  3/1/98  3/1/98  1/31/98  1/31/98  1/31/98  1/31/98  3/1/98  AZ  AZ  AZ  AZ  AZ  AZ  AZ  AZ  AZ  A
· ┞ <sup>┪</sup> ┟┼ <del>┆╏</del> ┫ ┢┥ ┟ <del>╏╏┡</del>	· ├────────────────────────────────────	▕ <del>▕</del> ▘ <del>▕</del> ▝ <del>▍</del>	·├╡ ┟┼╅╄┫ ┢┥ ┟ <del>╂╄</del> ╋┩ ┟┩	· ├────────────────────────────────────	CA  CA  CA  3/1/98  3/1/98  1/3/1/98  1/3/1/98  1/3/1/98  1/3/1/98  3/1/98  3/1/98  3/1/98  3/1/98  3/1/98  3/1/98  3/1/98	CA  CA  1/31/98  3/1/98  3/1/98  1/31/98  1/31/98  1/31/98  3/1/98  AZ  AZ  AZ  AZ  AZ  AZ  AZ  AZ  AZ  A
┞ <del>┦</del> ┟┼╁╬┫ ┢┥ ┟╂┾╇╸		┞ <del>╡</del> ┟ <del>┤┆╄┩</del> ┢┥ <del>┟┤╄╇┩</del> ┟	┞ <del>┆</del> ┟┼ <del>┆╏</del> ┩ ┢┥ ┟ <del>╏┡╇</del> ┩ ┝┩	<sup>┞┪</sup> ┟┼╁╬┫ ┢┥ ┟┼┾╬┩ ┟┦ ┡╉┼	CA 1/1/98 1/1/98 1/1/98 1/1/98 1/1/98 1/1/98 1/1/98 1/1/99	CA 3/1/98 3/1/98 1/2/98
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<del>╎┋┋</del> ┩╸┢┥ <del>╏┋╞╇</del> ╸	┼ <del>┆╏</del> ┩ ┢┥ ┟╂┾╇┩	┼ <del>┆╏</del> ┩╸┢┥╸┟ <del>╏┝╋</del> ┩╸┟	<del>╎┋╌</del> ╊┫ ┢┥ <del>┟┋┡╇</del> ┩ ┟┦	┼ <del>┆╏</del> ┩ ┢┥ ┟ <del>┆┝</del> ╋┩ ┟┦ ┡╉┼	3/1/98 1/31/98 1/31/98 3/1/98 1/2/1/98 3/1/98 3/1/98 3/1/98 3/1/98 3/1/98 3/1/98	1/21/98 1/21/98 1/21/98 2/1/98 1/21/997
<del>╵╏</del> ┩╸┢┥╸ <del>╏╏┡╇</del> ╸	<del>┆╌</del> ╊┑╸┢┥ <del>╏╏╏╄╇┩</del>	<del>┆</del> ╌╄╼┨┊	<del>┆</del> ╌╊┑╸┢┥╴╠╌╂┾╄┩╸┟┦	<del>┆</del> ╬┩ ┢┥ ┟ <del>┆┆╄</del> ┩ ┟┦ ┡╉┼	1,01,98 1,01,09	CA 31/59 1/21/597 1/2
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WG8, Inc.

INS FOS

Task Order 5 – Field Operations Support
PRICE SUMMARY

Contract No.: COW-7-C-0013 Task Order No.: FOS96-005

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Contract No.: CONY-7-C-0013 Tiesk Order No.: FOS98-005

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Computer Systems Technician	3052	12/15/07	Ī						
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	Seattle	WA							
Systems Network Administrator	3004	12/15/97							
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WGS, Inc.

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Task Order 5 - Field Operations Support
PRICE SUMMARY

Centract No.: COW-7-C-0013 Task Order No.: FOS98-005

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3006   12/1597   30/12   12/1597   30/12   12/1597   30/12   12/1597   30/12   12/1597   30/12   30/	3006   12/1597   30/12   12/1597   30/12   12/1597   30/12   12/1597   30/12   12/1597   30/12   30/12   12/1597   30/12   3		Certified Network Engineer	3029	3/1/2	Γ								
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3029	3029 1/31/98	(O)	ystems Network Administrator-L.BA	SOOT PORTS	┢	Ę								
		Ç	ertified Network Engineer	3029	t	<u> </u>								

Task Order 5 - Field Operations Support PRICE BUNINARY **55** 708

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Contract No.: COW-7-C-0013 Task Order No.: FORBE 005

13188 75/15/97 L315M 3029 STOR El Mante YOM OTHER DIRECT COST SUMMARY Software Midwark Agricultures Peters Report Ages Table Services y Services Confided Metworit Engineer Pagers (per employee) Parling Expenses Reboulten Expenses Office Supplies Contrada Charges Travel Enthrusts ш W w

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MGS, Inc.



# U.S. Department of Justice

# Immigration and Naturalization Service

	425 I Street, N.W. Washington, D.C. 20536
Sr. Contracts Administrator Wang Government Services, Inc. 7900 Westpark Drive McLean, VA 22102-4299	(P)(Q)
Dear	

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

AMENDMENT OF SOLICITATION	MODIFICATION OF	CONTRACT	1 RACTIDICODE		PAGE OF PA
2. AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ	. NO.	5. PROJECT NO.	(If applicable)
000007	09/28/98	SID-8-00674			·
6.19SUED 9Y . CODE	HQPRO	7. ADMINISTERED BY (If other than	(lem 6)	CODE	HQPRO
Immigration & Naturalization S	Svc -	Immigration & P			
Headquarters Procurement		Headquarters Pr			
425 I Street, N.W., Room 2208		425 I Street, N		208	
Washington, D.C. 20536		Washington, D.(	20536		
		<u> </u>			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State	<b>-</b>	111571110	SA. AMENDMENT	OF SOUCHTATION	INO.
WANG GOVERNMENT SERV	ICES, INC		99. DATED (SEE	TEM 11)	<del></del>
7900 WESTPARK DRIVE				ION OF CONTRACT	T/ORDERNO
SUITE 1105	n		COW-7-C		170.00.
MCLEAN, VA 22102-4299	,		X COW-B-P		
<del></del>				-0001	
Attn: (b)((	<u>5)</u>		108, DATED (SEI	FITEM 13	
CODE	FACILITY CODE	<del></del>	12/09/9	_ '	
	<u> </u>	TO AMENICATE OF	<del></del>		
		TO AMENDMENTS OF			Is not
The above numbered solicitation is amended as Offers must acknowledge receipt of this amendmen		•	•	is extende	o, i exteri
(a) By completing items 8 and 15, and returning	•	ent; (b) By acknowledging :			-
submitted; or (c) By separate letter or telegram white					
ACKNOWLEDGMENT TO BE RECEIVED AT THE PL	ACE DESIGNATED FOR TH	HE RECEIPT OF OFFERS PE	RIOR TO THE HOUP	RAND DATE SP	PECIFIED MAY
RESULT IN REJECTION OF YOUR OFFER. If by vin					
telegram or letter, provided each telegram or letter specified.	Mexes leteration to the son	citation and this amendinal	it, and is received p	Not to the oper	titud tipot aud d
12. ACCOUNTING AND APPROPRIATION DATA (# required)					
15X8598/81SD.321S.68S.00			De	crease	\$97900
13. THIS	TEM APPLIES ONLY	TO MODIFICATIONS	OF CONTRACT	S/ORDERS	j.
		ACT/ORDER NO. AS I			
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Spec	ly authority) THE CHANGES GET F	ORTH IN ITEM 14 ARE MADE IN THE	-		
CONTRACT ORDER NO. ITEM 10A.					
B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY		TIVE CHANGES (such as changes in	n paying office, appropriat	ion date, etc.)	
A	• • •				<u> </u>
C. THIS SUPPLEMENTAL AGREFMENT'S ENTERED INTO F	PURSUANT TO AUTHORITY OF:				
O OVIETO O INTERNATIONAL DE LA CONTRACTOR DE LA CONTRACTO					
D OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor X is not,	is required to sign this c	document and return	сорі	s to the issuin	g office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by	CE section genderos includinos	solicitation/contract subject matters	vitere (sesible )		
List of Changes For		·	riele ladalona j		
			•	TUSIC	<b>\$</b> 4
Total Obligated Amo	unt changed from	\$350,000 to \$25	2,100,		4
resulting in a decr			-		
·	•				
The decrease applie	s to account/app	ropriation;			
15x8598/81SD.321S.6		_			
Total Amount change	d from \$350,000	to \$252,100.			
resulting in a decr	ease of \$-97,900				
(continued)					
Except as provided herein, all terms and conditions of the document	nt referenced in tiem 9A or 10A, as h	eretofore changed,			
Temains unchanged and in full force and effect.  15A NAME AND TITLE OF SIGNER (Type or print)	<del></del> .	18A, NAME AND TITLE OF COR	TRACTING OFFICER		+ oc onoth
Trype or 5 mile		ICA, NAME AND THER DE COR	COMO ING OFFICER	[Type	e or print)
		Robert N. Beat	v		
158, CONTRACTOR/OFFEROR	150, DATE SIGNED	168. UNITED STATES OF AME	<u> </u>		18C, DATE SIGNE
			1 // 1	<u>_</u>	1 / /
(Signature of person authorized to sign)	<del></del>	(Signature of Co	ntracting (Micar)		19/-01-
ASN 7540-01 152-8010		30.105		DARD FOR	M 30 (REV: H
PHEVIOUS EDITION UNUSABLE		<b></b>	Prescrib	ed by GSA, FAR (4)	IVI QU (MEV: 11 8 C1-R) 53.243

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CONTINUATION SHEET COM 7 -C-0013 COW-8-P-006) 000007								PAGF	Ďŧ
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	ERNMENT SERV	ICES, INC							
<del></del>			Jecourte	<u>_</u>	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
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VAICHDIMENT OF SOMEWINI	ON/MODIFICATION O	F CONTRACT	PAGE OF
Z. AMEMDMI. YT/MODIFICATION NO.	Y-EFFECTIVE DATE	4. REQUISMON/PUHCHASE R	50, NO. 5, PROJECT NO, (# applicable)
000006	09/28/98	SID-8-00595.	
	ODE HOPRO	7. ADMINISTERED BY (if other to	•
Immigration & Naturalization	on Svc	_	Naturalization Svc
Headquarters Procurement		7	Procurement Div.
425 I Street, N.W., Room 22	208		N.W., ROOM 2208
Washington, D.C. 20536		Washington, D	.C. 20536
B. NAME AND ALXORESS OF CONTRACTOR (No., street, count	ly, State and ZIP Code) TIN:	411571110	00 BA AMENDMENT OF SOLICITATION NO.
WANG GOVERNMENT SE	ERVICES, INC		
7900 WESTPARK DRI	(VE		98. DATED (SEE ITEM 11)
SUITE 1105			10A, MODIFICATION OF CONTRACT/ORDER NO.
MCLEAN, VA 22102-4	1299		COW-7-C-0013
			X COW-8-P-0061
Attn:	(FAR)		
CODE	(b)(6)		10B. DATED (SEE ITEM 13) 12/09/97
·	HIS ITEM ONLY APPLIE	S TO AMENDMENTS O	<u> </u>
The above numbered solicitation is amende			i-t-t-04 Dis-outs-ded Disn
			on or as amended, by one of the following metho
(a) By completing items 8 and 15, and returning			receipt of this amendment on each copy of the o
submitted; or (c) By separate letter or telegram	which includes a reference t	to the solicitation and amend	iment numbers. FAILURE OF YOUR
ACKNOWLEDGMENT TO BE RECEIVED AT TH	IE PLACE DESIGNATED FOR	THE RECEIPT OF OFFERS	PRIOR TO THE HOUR AND DATE SPECIFIED MAY
RESULT IN REJECTION OF YOUR OFFER. If b	y virtue of this amendment y	ou desire to change an offer	aiready submitted, such change may be made by
telegram or letter, provided each telegram or le specified	ofter makes reference to the s	policitation and this amendm	ent, and is received prior to the opening hour and
12. ACCOUNTING AND APPROPRIATION DATA (if required)		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
EE BELOW			Increase \$74000
13 7	HIS ITEM APPLIES ON	LY TO MODIFICATION	S OF CONTRACTS/ORDERS,
			DESCRIBED IN ITEM 14.
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (			
CONTRACT ORDER NO. ITEM 10A.		<u></u> _	
8. THE ABOVE NUMBERED CONTRACT/ORDER IS M SLIFFORTH IN ITEM 14, PURSUANT TO THE AUTHOR	ODMFIED TO REFLECT THE ADMINIST ORATY OF FAR 43 103(b)	TRATIVE CHANGES (such as change	s in paying office, appropriation date, etc.)
<u> </u>			
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED I	NTO PURSUANT TO AUTHORITY OF:		
O DIHER (Specify type of modification and authority)		· · · · · · · · · · · · · · · · · · ·	
, , , , , , , , , , , , , , , , , , , ,			:
E. IMPORTANT: Contractor X is not.	, is required to sign thi	· · · · · · · · · · · · · · · · · · ·	
	_ ,   •		copies to the issuing office.
14. DESCRIPTION OF AMENOMENT/MODIFICATION (Organia	red by LICF section headings, including	ng sölichation/contract subject matte	rwhere fessible.;
14. DESCRIPTION OF AMENOMENT/MODIFICATION (Organia	_ ,   •	ng sölichation/contract subject matte	rwhere fessible.;
14. DESCRIPTION OF AMENOMENT/MODIFICATION (Organiz NOTE: THIS FUNDIN	red by UCF section headings, including NG WAS TRANSFERRED	ng policitation/contract subject matter  O FROM ORDER COW—	rwhere fessible.;
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	REF. NO. OF DOC. BI	ONTO.	<del>, , </del>	ļ.	PAGE	OF
CONTINUATION SHEET	COW-7-C-00	13 COW-8-P-0061	000006		2	2
NAME OF SEFEROR OR CONTRACTOR						

EM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRIČE	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	ьо	\$740000.00	\$740000.00
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	ION/MODIFICATION OF	CONTRACT	T. OON - ACT D CODE	·	PAGE OF	Page 1
AMENDMENT/MODIFICATION NO.	3, EFFECTIVE DATE	4. REQUISITION/PURCHASE	NEQ. NO.	S. PPOJECT NO.	. applicable)	
000005	See Block 16C	SID-8-00507			F	
	EQPRO	7. ACMINISTERED BY IT offer		CODE	HQPR	<del></del>
Immigration & Naturalization	on Svc	Immigration &				
Headquarters Procurement	308	Headquarters				
425 I Street, N.W., Room 2	208	425 I Street,	-	208		
Washington, D.C. 20536		Washington, D	.C. 20536			
MAME AND ADDRESS OF CONTRACTOR (No., sheet, coun	ty, State and ZIF Code; TIN:	411571110	00 JA. AMENOMEN	T OF SOLICITATION	NO.	
WANG GOVERNMENT SI	ervices, inc		<u> </u>			
7900 WESTPARK DR	IVE		SEL DATED DATE			
SUITE 1105			1 1 _	TON OF CONTRACT	T/OPDER NO.	
MCLEAN, VA 22102-	4299		COW-7-C			
			X COW-8-P	-0061		
Atta:	1)(6)		10%, CATED (SE	-		
XOE .	I FACALTY CODE		12/09/9			
	HIS ITEM ONLY APPLIES	TO AMENIDAGENTO			<del></del>	
The above numbered solicitation is amend				is extende	. — :-	not
fers must acknowledge receipt of this amend						ncnde
ESULT IN REJECTION OF YOUR OFFER. It is egram or lesser, provided each telegram or le ecified.	itter makes reference to the coli	itation and this amendm	ent, and is received p	ior to the oper	ning hour an	d date
ADDOUNTING AND APPROPRIATION DATA (F required)			N.	t Change		\$0.0
12.7	THE IYEM ADDITIES OAT V	TO MODIFICATION				\$U.
, s. i L	THIS ITEM APPLIES ONLY TMODIFIES THE CONTRA	ACT/ORDER NO. AS	DESCRIBED IN F	S/UNDERS. IFM 14	•	
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO:   CONTRACT ORDER NO. ITEM TOR.	Specify authority) THE CHANGES SET A	ORTH IN ITEM 14 ARE MADE IN T	HE			
B. THE ABOVE NUMBERED CONTRACT/ORDER IS M SET PORTH IN ITEM 14, PURBLIANT TO THE AUTHO	ODMED TO REFLECT THE ADMINISTRATION OF FAR 43, 103(b).	TIVE CHANGES (auch as change)	in paying office, appropriate	on date, sta.)	•	
C. THIS SUPPLEMENTAL ASPRESMENT IS ENTERED IN	NTO PURSUANT TO AUTHORITY OF:		·	<del>-</del>		
Agreement of the Parties			<del></del>			_
O: OTHER (Specify type of modification and authority)						
IMPORTANT: Contractor is not.	is required to sign this d	ocument and return	3 copie	s to the issuing	office.	·
DESCRIPTION OF AMENOMENT/MODIFICATION (Organia				<del></del> -		
	formance of this to					
30 ነ <b>ዓያዩ</b> ታክተለክለክ	October 31, 1998.	Option year one	e rates shall	apply		
to the period of						
		-				
to the period of	the extension,					
to the period of costs as previded herein, all terms and conditions of the doctors where the conditions of the doctors and inferior and effect	the extension,	retolore changed,		·		
to the period of seal as previded herein, all terms and conditions of the doct	ument referenced in hern 8A or 10A, as he		INTRACTING OFFICER	(Гуре с	or pring	
to the period of control of the document and conditions of the document unemanded and in full force and effect to print a name and the control of the print and conditions of the document and effect to print a name and the control of the print and control of the period	ument referenced in Norm SA or 10A, as he (b)(6)	retofore changes.		(Туре г	অ মান্ট	
to the period of contracts Administr	ument referenced in Norm SA or 10A, as he (b)(6)	recolors changed.  154, NAME AND TITLE OF CO.  RODER IS N. Bear	ty	, adk <u>i</u> )		
to the period of test as previded herein, all terms and conditions of the doct which sure and effect a name and office and effect an	unem referenced in Name BA or 10A, as he  (b)(6) cator	retofore changes.	ty	(Туре с	or print) 16C. DATE SIC	NEO /
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	21	CONTRACT	TRACT ID CODE		PAGE OF	PAGES
711111111111111111111111111111111111111	DIFICATION OF	4, REQUISITION/PURCHASE REQ	NO.	5. PROJECT N	O. (f applicable)	
AMEMOMENT/MODIFICATION NO.	08/12/98	SID-8-00507		1	- 1 - 1	
s ISSUED BY CODE	HOPRO	7. ADMINISTERED BY It other than	n (tem 8)	CODE	HOPRO	
Immigration & Naturalization S	/C	Immigration & N	Maturalizati	on Svc	L	
Headquarters Procurement		Headquarters Pr				
425 I Street, N.W., Room 2208		425 I Street, b	N.W., ROOM 2	208		
Washington, D.C. 20536		Washington, D.(	20536			
		411571110	I as I as assessment			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State WANG GOVERNMENT SERVI		4115/1110	BA. AMENOMENT	FOF SOUCHAIN	UN NO.	
7900 WESTPARK DRIVE	and, inc		9B. DATED (SEE	(TEM 11)		
SUITE 1105			10A. MODIFICAT	TON OF CONTRA	ACT/ORDER NO.	
MCLEAN, VA 22102-4299			COW-7-0	-0013		
,			X COW-8-P	-0061		
(b)(	<u>6)</u>					
Attn:	<u>, , , , , , , , , , , , , , , , , , , </u>		108, DATED ISE			
CODE	FACILITY CODE		12/09/9			
		TO AMENDMENTS OF		<u>15</u>		
The above numbered solicitation is amended as	set forth in Item 14. The	Hour and date specified for	receipt of Offers	is extern	יוסט, ניין פא	not dended.
Offers must acknowledge receipt of this amendment					following meth	ods:
(a) By completing items 8 and 15, and returning	copies of the amendm	ent; (b) By acknowledging i	receipt of this amen	dment on ea	ich copy of the	offer
submitted; or (c) By separate letter or telegram which ACKNOWLEDGMENT TO BE RECEIVED AT THE PLA	) includes a reference to: LCE DESIGNATED FOR T	the solicitation and amenda HE RECEIPT OF OFFERS PI	nent numbers. FAIL NOR TO THE HOUR	RAND DATE	JH SPECIFIED <b>MA</b>	
RESULT IN REJECTION OF YOUR OFFER. If by virtu	e of this amendment you	i desire to change an offer a	dready submitted, s	auch change r	may be made !	by
tetagram or letter, provided each telegram or letter m	wkes reference to the sol	icitation and this amendmen	nt, and is received p	prior to the op	pening hour an	d date
specified. 12. ACCOUNTING AND APPROPPIATION DATA (if required)		•				
5X8598/81SD.321S.14S.00			Ir	ncrease	\$10283	369.0
	ITEM APPLIES ONL'	Y TO MODIFICATIONS	OF CONTRACT	S/ORDEF	RS.	
		ACT/ORDER NO. AS			· <del></del> ,	
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify	authority) THE CHANGES SET	FORTH IN ITEM 14 ARE MADE IN TH	E			
CONTRACT ORDER NO. ITEM 10A.						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIE SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY (		ATIVE CHANGES puch as changes i	n paying office, appropria	tion date, etc.)		
<u>^                                    </u>			<u> </u>			
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PL	RSUANT TO AUTHORITY OF:					
O. OTHER  Specify type of modification and authority)	<del></del>		<del> </del>	<del></del>		
O. OTHER Japoetty type of modification and activority)						
	<del></del>	<u> </u>				
E. IMPORTANT: Contractor X is not,	is required to sign this	document and return	сорі	ins to the issu	ing office.	
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by A			where feastile.)			
This Modification Ha						
From \$3,925,000.00 T						
For A Net Increase of	£ \$1,028,369.00	)				
(continued)						
Except as provided nerein, all terms and conditions of the document	referenced in Item 8A or 10A as I	heretofare changed				
remains unchanged and in full force and effect.		initial control of the Meet				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF COR	NTRACTING OFFICER	m	ype or print)	
_		7.4	_ ^			
_	·	Robert N. Beat	<del></del>			
15B, CONTRACTOR/OFFEROR	15C. DATE SIGNED	168, UNITED STATES OF AME	9901 X	A-	18C, DATE S	
		BY /6 /	//V ~>	. 1	. She	198
(Signature of person authorized to sign) NSN 7540 01 152 8070		(Signature of Co	intracting Officer)	ID 4 D 5 = 5		0
PREVIOUS EDITION UNUSABLE		30 106	STAN Prescrit	JUARU FO 1881, FAR	RM 30 (RE)	/83

	JATION SHEET COW-7-C-0013 COW-8-P-006	000004			2 2
	POR OF CONTRACTOR FERNMENT SERVICES, INC	•			
TEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	LINT PRICE	TALLOWA
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 a	1 3	ine items	
	FOB: Destination				
					:

NSN 7540-01 152-8037

			SINTRACT ID CODE	<del></del>	PAGE OF	PAGES
AMENDMENT OF SOLICITATION	, MODIFICATION OF	CONTRACT				2223
2. AMEMIDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO		5. PROJECT NO	(Mapplicable)	
. 000003	05/15/98	SID-8-00346				
8. ISSUED BY CODE	HOPRO	7. ADMINISTERED BY (if other than iter	•	CODE	HQPR	<u> </u>
Immigration & Naturalization	Svc	Immigration & Nat				
Headquarters Procurement		Headquarters Proc				
425 I Street, N.W., Room 2208		425 I Street, N.V	•	200		
Washington, D.C. 20536		Washington, D.C.	20330			
8. NAME AND ADDRESS OF CONTHACTOR (No., street, county, Str	Me and ZIP Code) TIN:	411571110	9A. AMENDMENT	OF SOLICITATION	N NO.	
WANG GOVERNMENT SERV	ICES, INC					
7900 WESTPARK DRIVE	;		98. DATED (SEE )	TEM 11)		
SUITE 1105			10A. MODIFICATI	ON OF CONTRAC	T/ORDER NO.	
MCLEAN, VA 22102-429	9		COW-7-C	-0013		
		x	COW-8-P	-0061		
	b)(6)					
Attn:	- <del>//-</del>	ì	10B. DATED (SEE	ITEM 13)		
COOE	FACILITY CODE		12/09/9	7		
11. THIS	ITEM ONLY APPLIES	TO AMENDMENTS OF S	DUCITATION	<del></del>		
The above numbered solicitation is amended a				is extende		a not
Offers must acknowledge receipt of this amendme		·		_	· — e	xtended. hode:
(a) By completing Items 8 and 15, and returning	•	ent; (b) By acknowledging rece			•	
eubmitted; or (c) By separate letter or telegram wh						5 Ciler
ACKNOWLEDGMENT TO BE RECEIVED AT THE P						AV
RESULT IN REJECTION OF YOUR OFFER. If by vi						
telegram or letter, provided each telegram or letter						
specified.						
12. ADCOLINTING AND APPROPRIATION DATA (If required)			<b>T</b>		*500	^^^
SEE BELOW				crease		000.00
13. THI	S ITEM APPLIES ONLY	TO MODIFICATIONS OF		S/ORDERS	3.	
	··	ACT/ORDER NO. AS DES	CHIBED IN	1 EWI 14.		
(X) A. THIS CHANGE DRIVER IS ISSUED PURSUANT TO: (Spec	my authorny) The Changes Set P	ORTHINGIEM 14 ARE MADE IN THE				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS WODIN	SER TO BEEL OUT THE ARMINISTRA	TWE CHANGES level as changes in on	ion office annument	ion data ata)		
X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORY		The Currences forth as committee to bear	mg onles, appropriati	Oil Gale, 810.)		
O. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO	PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)						
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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.

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## 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.

Immigration & Naturalization Service

Attachment 1.

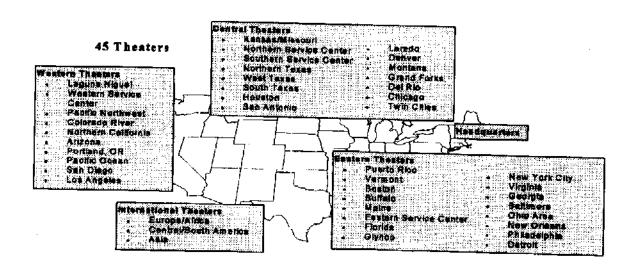


Figure 1-1: FOS/HM Theaters (Current)

# 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.

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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 phasein 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)
- 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)

- 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 directs 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

Immigration & Naturalization Service

ATTACHMENT 1.

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.

# Service Level Agreement (Deleted by mutual agreement of the contracting parties.)

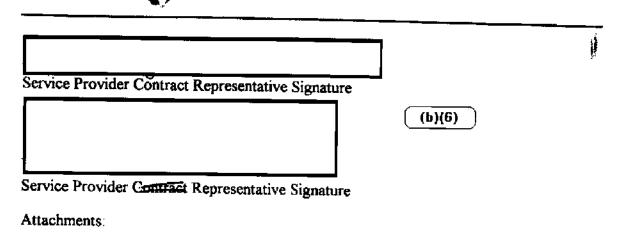
1, Signatures of the Government and the Contractor's Authorized Representative

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service User Services Representative

Immigration & Naturalization Service End User Representative



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

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

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-		OULTON BPS	89			1	0	1
		OULTON	42			¢	0	0
POM			12			0	0	0
	602 8	ANGOR	1			- 0	<u> </u>	ū

7 POM	005	BRIDGEWATER	T	<u> </u>	<del></del>	al .		
7 POM		CALAIS		L		٩	0	ľ
			1	"[		Ō	0	1
7 POM	606	COBURN GORE	;		<del></del>	<del>- 0</del> -	0	
7 POM	610	FORT FAIRFIELD	<del> </del> ;	<del>,</del>	<del>                                     </del>	<del>-  -</del>	0	<u>L</u> .
7 POM	<b>e</b> 11	FORT KENT	<del>  - ;</del>	<del> </del>	<del></del>			
7 POM	612	HAMLIN	<del> </del>	<del></del>		0		L.
7 POM		HOULTON		<u>L</u>		0	0	
			•	1		0	- 0	
7 POM	815	JACKMAN	2		<del></del>	—∤—	0.	ļ
7 POM	518	LIMESTONE	- 2	<del>  -</del>	<del></del>	<del>-  </del> -		L
7 POM	617	LUBEC	<del>  _</del>		<del> </del>			<u> </u>
POM	A18.	MADAYYASKA		L		D	٥	1
POM		<u>_</u>	10	[		0	0	
		ST AURELIE	0		T	-		٠
POM	624	VAN BUREN	0		<del></del>	<del></del>		
POM	625	VANCEBORO	3	<del></del>	<del></del>			
POM	825 1	EASTPORT, MAINE			<del></del>		٥	- 0
POM	626.2	PORTLAND FERRY, MAINE				٩	0	
POM			0	<u></u>	1 1	0	0	_ 0
		9AR HARBOR, MAINE	0			o	- 0	
HLT	459	CALAIS	15		<del></del>	-	0	
HALT	827	FT. FAIRFIELD	5		<del></del>	0		
HLT	628	JACKMAN	- 6	<u> </u>	<del> </del>		0	
HLT	829	RANGELY				e .	0	0
HLT			2			9	0	Ç
		VAN BÜREN	5		T		0	
		Vermone Svc Center	575		<del>                                     </del>		- +	
T	200	VERMONT SERVICE CENTER	575		<del>    -</del>	- 6	- 7	
	·	Totals =	7,400		<del></del>			
<del></del>					1 1	62	59	31

# FOS CENTRAL

BAND			Table of	NUMBER	NUMBER	1 . 100	CURRENT	IN THE
	CIDES		Organiz.	OF	OF	RATIO	FOS	QUEU
11/20/97	ref	SITE	5574				ľ	İΕ
	mumb		5/27/07	CONTRACTORS	TERM	$\Gamma$	DEPLOYMENT	<del>                                     </del>
		<del></del>	<del> </del>		EMPLOYEES			_
		WEST TEXAS	2,595	ļ <u></u>	<del> </del>			
_	20	EL PASO DO	127	·- <u>-</u> -	<u> </u>	<del> </del> _		<u> </u>
	21	El Paso SPC	138		<u> </u>		' '	1
	22	EL PASO (HQ AIR OPS)	13		<u> </u>	0	0	•
_		EP PASO FLIGHT INST.			4	L °	0	-
			3		1	o	0	-0
		EL PASO DEL NORTE BR	- 0			ő		i
1		COLUMBUS	10			- 0		
	25	YSLETA	-				ō	
	25	EL PASO BPS	1,106			11	5	
	27	El Paso Sta	283	— <del> </del>		3		
	28	Les Cruses Sta	111	_ <del>_</del>	·			
	29	Ysleta Ste	172			1		0
			1 1/2			2	D	Ō



1	30	Deming Sta	72	<u> </u>		<u> </u>	,	<del></del>
1	31		95					
1	32		3.	<u> </u>	<u> </u>	1		⊥
<u> </u>	<u></u>	SILVER CITY	<del></del>					<u> </u>
2	<u> </u>	MARFA BPS (205)				, ,	<u> </u>	
2+	83.1		51					<u> </u>
2+				<u></u>		0		7
2	ļ	Merfa Checkpoint 67	<u> </u>	<u></u>				0
	84	<u> </u>	21	1		0	7	0
2+	84.1	<u> </u>					7	1
2*	84.2		(				, , ,	1 -
2	8.5	<u></u>	25				,	-
2	8.6	<u>_</u>	30		1	٥		
2+	86.1	Big Spring, TX (HP	(		<u> </u>	- 0		
2+		La Tuna IHP (Anthony, TX)	1 .			-	<del></del>	-
2+	88.3	Sierra Blance Checkpoint	-		† <del></del>	- 8	-	0
3+	96.5	El Paso Spec Contd. Ctr		<del>                                     </del>	_	0		0
6 ELP	191	Albuquerque SO (ELP)	31	† <del></del>	<del> </del>	_		0
7 HQ	236	ARTESIA (HQ TRNG)	- · ·	<del></del>	<del>                                     </del>	-	-	-
7 ELP	237	EL, PASO (HQ OGC)			<del> </del>		- 0	<b>—</b> 。
7ELP	238	EL PASO (HO ASSET FORF)			├───	٥		
7 ELP	236	EL PASO AP		<del> </del>	<del> </del>	0		L
7 ELP	240	EL PASO BRIOF AMERICAS	<del> </del>			. 0		
7 ELP	241	FABENS	10					
7 ELP	242	FT HANCOCK	4	<u> </u>	<del></del>	0		
7 ELP	243	ARTESIA (ELP)	1		<del></del>	- 0		- 6
7 ELP		EL PASO INTELLIGENCE	0			0	0	0
7 ELP	248	CENTER (HC) PRESIOIO	12	<u></u>		0	0	6
7 €PT	248	ALBUQUERQUE	30	<u> </u>		0	J	0
7 EPT	247	CARLSBAD	10	<u> </u>	<u> </u>	0		
7 EPT	246	FORT HANCOCK	25	<u> </u>		. 0		O
7 EPT		LORDSBURG	26				0	0
7 EPT		SIERIKA BLANCA	0			0	0	0
7 EPT		TRUTH OR CONSEQUENCES	14	· · · · · · · · · · · · · · · · · · ·				0
7 MAR		AMARILO	'7			0	0	0
7 MAR		BIG BEND NATL PARK	2	<u> </u>			0	0
7 MAR		FORT STOCKTON	2			0	0	
7 MAR		UBBOOK	9		1	0	O	
7 MAR	<u>.                                    </u>	PECOS		<u> </u>	·	0	0	C
7 MAR		PRESIDIO	4		1	0	0	0
		MOLAND	20			0	ō	ō
7 MAR			7			o o	0	ō
7 MAR		SANDERSON	6			0	Ō	0
		AN HORN	12			0	Ö	0
7 SNA		AJAREZ LINCOLN BR	0			0	· · ·	0
7 ABCI		BANTA THRESA	t 18			1		С
	]	OUTH TEXAS	1,204					

immigration & Naturalization Service

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ATTACHMENT 1.



		Lieba and maker						
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7+		McAllen Air Óps	6			0	0	Ö
2+		McAllen ASU	٥			a	0	0
2	41		158			2	ō	٥
2+	41.1	Brownsville ASU	•	<u> </u>		٥	0	0
2	43	Fallurrius Sta & Cupt	52			1	o o	0
2	44	Harlingen Sta	95	1		1	0	0
2	45	Kingaville Sta & Ckpt	82	1		1	o o	0
2	46	McAllen Sta	63	1		1		- 0
2	47	Mercedes Ste	57			1	. 0	ō
2	- 40	Port isabel Ste	19			0	0	0
2	49	Rin Grande City Sta	40				o	0
2	50	HARLINGEN DO (471)	100	4	15	1	2	ō
$\vdash$	51	PORT ISABEL SPC	134	58	3	1	0	
2	52	Brownsville SO	74		1	0	0	0
7MCA	257.1	McAllen Airport	-			- 0	ö	0
7 HAR	258	HARILINGEN (HQ OGC)	0				0	
7HAR	258.1	Brownsville Gateway	71		1	0	0	
7HAR		Brownsyllis B&M	0			0	0	
7HAR	256.3	Provincióla Airport	- 0				0	0
7HAR		Phart POE	0			0		-
7 HAR	<u> </u>	FALCON HEIGHTS	- 0			0		
7 HAR		LOS INDIOS	-			- 6		0
7 HAR		HARLINGEN POE	·			0	0	
7 HAR		HARLINGEN AP	0			0	0	
7 HAR		HIDALGO	78	<u> </u>			· · ·	0
7 HAR		LOS EBANOS			2	0		<u> </u>
7 HAR		PROGRESO	0			0	<u>.</u>	0
			30		•	Ó	0	٥
7 HAR		RIO GRANDE CITY	۰ . د				a	٥
7 HAŘ	206	ROMA	32		1	0	0	0
		HOUSTON AREA	528					
2	80	HOUSTON ASYLUM	31			0	1	D
4+	105.1	Huntsville TX IHP	33		, ,	0	0	В
4.	107 1	Houston District Counsel	25			0	0	- 0
5	127	HOUSTON DO (356)	285	36		3	1	2
5	128	HOUSTON D&D SPC?	30			1	0	0
<b>0</b> ≁	182.1	HUNTSVILLE SO	29			۵	D	- 0
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7 HOU	440	GALVESTON	4	<del></del>	- <u>-</u> .	0	0	
7 HOU	441	HOUSTON AP	50			-0		
7 HOU	442	PORT ARTHUR	3		···	0	0	
		LAREDO	837					<u> </u>
2	61	LAREDO BPS	23				3	
		ADMINISTRATIVE	14			0		
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		San Angelo Sta	4/		<del></del>	5	- 0	- 0
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	_ <del></del>	VALDE STA	1		<del></del>	<del> </del>		0
1	s	AN ANGELO DE	16:		<del></del>	0		
+	s	AN ANGELO AS	8		<del></del> -	1 0		
+	- R	OCKSPRINGS ST	1 7		<del></del>	0	<u>_</u>	
<del>- </del> -		EL RIO ASLI	1 - 3					
+		ARRIZO SPRINGS DEO	1 0	<del></del>		C		
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-+-		ABILENE	141			3 (	) 0	
		Eagle Pass Sta EAGLE PASS ASU	108				0	_
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	69		54			<del>-  </del>	0	
	66	Breckettville Ste	- 0		<del>                                     </del>		0 0	
	67	OEL RIO BPS	1 0	<del></del>	<del></del>	+	D 4	
		DEL RIO	625	<del> </del>	<del></del>		0	
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NA .	400.2	LAREDO COUMBIA BRIDGE	- <del> </del>		<del></del> -		0 0	
NA -	400.1	LAREDO - BRIDGE 1	<del></del>	L			0 0	
NA		LAREDO	<del>                                     </del>				0	
NA -		LAREDO CONVENT STREET	<u> </u>	1			0	
RÎ		ZAPATA	10	1			0 0	_
		LAREDO SPC	15	<u> </u>			1 0	
	65						1 0	
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		DALLAS STA		9		$\top$	0 0	-
		SAN ANTONIO ST			<del></del>	+-	0 0	-
	- 64	Hebrorville Sta	+	м	<del>- +</del>	+-	1) - 0	
	63.1	Freer Checkpoint	<del>- </del> -	52	<del>-</del>	<del></del>	0 0	
<u>-</u>	65	Freer Ste	<del></del>	35	<del></del> -			L
	<u> </u>	Cotulia Sta	<del></del> ;	<u> </u>			0 0	L
	51.;	2 Laredo Checimoint	<del>- </del> -	0		_	0 0	<u>:_</u>
<del>,           </del>	B1.	Larado Air Ops		11			0 0	L.
		ASU	<del></del>	13			0 0	
		INTELLIGENCE ST		7			0 0	忊
	<del></del>	DETENTION SERV		12	2		0 0	1
<del></del>		ELECTRONICS SE VIEHICLE REPAIR		17		1	o	기



7 SNA	395	AMISTAD DAM	34	5		1 7		ol -
7 SNA	398	DEL RIQ		<del> </del>		ļ	<u> </u>	ol
7 SNA	390	EAGLE PASS	<del></del>	<del></del>	<del> </del>	<del>                                     </del>		<del>-</del>
		KANSAS/MISSOURI	10'	· - · - · · · - · · · · · · · · · · · ·		+		-
3	99	KANSAS CITY DO	5-	· — —	<del> </del> -	╁╶┯	<u> </u>	<del> </del>
G KAN	192	St Louis 90 (KAN)	×	<del> </del>	<del> </del> -	1 0	<u> </u>	<u> </u>
7 KAN	290	WICHITA	97	,	<del>                                     </del>	<u> </u>		_
7 KAN	291	Kensas City (HQ OGC)	<del> </del>	<del>                                     </del>		<del> </del> -	<u> </u>	-
7KAN	291.1	Kansas City IAP	<del></del> -	<del> </del>	<del> </del>	╄╶╶		┸
7 STL	636	ST LOUIS LAMBERT AP		<del>                                     </del>		<del>  </del>		
7 STL	630	ST LOUIS OCTF		<del></del>	<del> -</del>	- 0	<del> </del>	5
		CHICAGO	626	<u> </u>	<del></del>	<del>                                      </del>		<del> </del>
2	57	CHICAGO ASYLUM	31	<del></del>				<del> </del>
4	102	CHICAGO DO	208	34	25			<b>⊥</b>
4+	102.1	Cook County Court	- 4	<del></del>	<del></del>	-		
4+	102.2	Marion Prison	1		<del></del>		<u> </u>	Ĺ
1+	102.3	Joliet Prison			<u> </u>	- 0		<u> </u>
"	102.4	Chicago (HQ OCDETF)	1		<u> </u>		<u> </u>	L
		CHICAGO CUSA	18	8	67	a		
11	102.5	Chicago DO IHP	0	<del></del>			- C	
1+	103	BROADVIEW SPC		<b>—</b> — — —		<u> </u>		
<del> </del>	103.1	Springfield (L IHP				-		
CHI	181	Indianapolia SO (CHI)	24		<u> </u>	n	- 0	L
CHI	152	Milwaukee SO (CHI)	22	<u> </u>		- 0		
CHI	325	CHICAGO (HQ OGC)	Ö				D	<del></del>
CHI	326	CHICAGO O'HARE AP	104			1		L
CHI	327	CHICAGO OCTF	- 0					<del></del> -
CHI	328	SPRINGFIELD	7			- 0		
	-	WIN CITIES, MN	313	<del></del> -	<del></del> -			<del></del>
<del>-                                    </del>	104.2	Central Regional Coursel	9	···	<del></del> -		D	<u> </u>
	110 5	ST PAUL DO	59			- 1	G	
	206 /	Idmin Center, Two Cities	121	<del></del> 4	22		4	
SPM	356	MBROSE	- 0	<del></del>			O	0
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SPM SPM	362 E	LY				0		0
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SPM	385 H	ANSBORO	1		0	D D		- 0
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7 SPM 370 CARBURY 30 7 0 7 SPM 371 FORTLINA 1 0 0 0 0 7 SPM 373 NECHE 1 0 0 0 7 SPM 374 NOONAN 1 0 0 0 7 SPM 375 NORTHQATE 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0
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2 42 Corpus Christi Sta 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
2 73 Uvelide Sta 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 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 50e 0 0 0 0 2+ 68.1 Big Spring, TX (HP 0 0 0 0 0 5 117 SAN ANTONIO DO 0 4 2 7 LRT 209 SAN ANTONIO 401 2 0 7 SNA 396 CORPUS CHRISTI 148 3 3 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0 7 SNA 403 AUSTIN (NNO 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	C
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 90e 0 0 0 0 2+ 68.1 Big Spring, TX IHP 0 0 0 0 5 117 SAN ANTONIO DO 0 4 2 7 LRT 269 SAN ANTONIO 401 2 0 7 SNA 396 CORPUS CHRISTI 146 3 3 0 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0	O
2+ 73.3 Checkpoint HWY 57 0 0 0 0 2+ 73.4 Checkpoint HWY 90e 0 0 0 2+ 86.1 Big Spring, TX IHP 0 0 0 0 5 117 SAN ANTONIO DO 0 4 2 7 LRT 269 SAN ANTONIO 401 2 0 7 SNA 384 SAN ANTONIO (HQ OGC) 0 0 0 7 SNA 386 CORPUS CHRISTI 148 3 3 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0	0
2* 73.4 Checkpoint HWY 90e 0 0 0 0  2* 68.1 Big Spring, TX IHP 0 0 0 0  5 117 SAN ANTONIO DO 0 401 2 0  7 LRT 209 SAN ANTONIO (HQ OGC) 0 0 0  7 SNA 394 SAN ANTONIO (HQ OGC) 0 0 0  7 SNA 396 CORPUS CHRISTI 148 3 3 0 0  7 SNA 402 SAN ANTONIO AP 1 0 0  7 SNA 403 AUSTIN (MYO	
2+ 86.1 Big Spring, TX IHP 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0
5 117 SAN ANTONIO DO 0 4 2 7 LRT 269 SAN ANTONIO 401 2 0 7 SNA 384 SAN ANTONIO (HQ OGC) 0 0 0 7 SNA 386 CORPUS CHRISTI 148 3 3 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0 7 SNA 403 AUSTIN (NNO 0	0
7 LRT 209 SAN ANTONIO 401 2 0 7 SNA 396 SAN ANTONIO (HQ OGC) 0 0 0 7 SNA 396 CORPUS CHRISTI 146 3 3 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0 7 SNA 403 AUSTIN (NNO	Ó
7 SNA 384 SAN ANTONIO (HQ OGC) 0 0 0 0 0 7 SNA 390 CORPUS CHRISTI 148 3 3 0 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0 0 7 SNA 403 AUSTIN (MV)	0
7 SNA 396 CORPUS CHRISTI 148 3 3 0 0 0 7 SNA 402 SAN ANTONIO AP 1 0 0 0 7 SNA 403 AUSTIN (NNO )	- 0
7 SNA 402 SAN ANTONIO AP 1 0 0	Ö
7 SNA 403 AUSTIN (NV)	0
/ SNA 403 AUSTIN (HV) 9	0
<u> </u>	0
EDEB IHP 8 0 0	0
LAREDO POE 11 0 0	
DELRIO POE 119 1 0 0	
EAGLE PASS POE 35 0 0	_
NORTHERN TEXAS 347	$\neg \neg$
5 133 DAILAS DO 225 2	0
6 DAL 187 Oklahorna City SO (DAL) 29 0 0	0
6 203 CENTRAL REGION OFFICE B5 1 0	0
6- 203.1 Admin Center, Dallus 0 0 3	
7 LRT 267 DALLAS (Euloss) 0 0 0	n
7 ORT 270 ABLENE 0 0 0	
7 COW 410 DALLAS (IMMIG CARD FACIL) 0 0	- 0



7 DAL	457	DALLAS (HQ OGC)	<del></del>	a)	7			
7 DAL		DALLAS DEW AP		<b>.</b>	<u> </u>			Ш.
7 NLL	<u>.t</u>	MAMIOK	<del></del>	<u> </u>			2	
	<del>                                     </del>	DENVER	196	<u></u>	1	<u> </u>	) -	
5	148	DENVER DO	150	<u></u>	<u> </u>			
<u> </u>	1	AURORA, CO. CONTRACT	194	<u></u>	<u> </u>		<u> </u>	L.
5 DEN	ł	DETENTION Shit Lake City 50 (DEN)		<u></u> _	ļ <u> </u>	<u> </u>	L	Ó
a		Self Lake City AP	35		<u> </u>		0	0
7 DEN		DENVER (HG OCDETE)	<u> </u>	<u>'</u>		0		-
7 DEN		ALAMOSA	-   <u>-</u>		<u> </u>		1.	0
7 DEN	<u> </u>	CASPER				a		a
7 DEN	<u> </u>	DENVER STAPLETON AP	3	L		G		0
7 DEN	<u> </u>	GRAND JUNCTION		<u></u>		0		Ö
7 DEN	<u> </u>	PUEBLO	3					0
	<del></del>	MONTANA	2	<u></u>		D	0	0
5	148	HELENA DO	209					
8		HAVRE BPS (51)	_ <b>.</b>	<u> </u>		1	0	٥
		HAVRE	115		ļ	0	0	Q:
6 H <u>EL</u>	165	Sweetgrase SO (HEL)	17	14		•	0	٥
O HEL	186					0	ō	Ö
7 HEL		WHITETAIL	0			D	a	0
7 HEL		CHIEF MOUNTAIN			<u>-</u>	a	0	0
7 HEL		DEL SONTA	0			0	Ō	0
/ HEL	L J	GREAT FALLS			<u> </u>	٥	0	0
7 HEL		PEGAN	- 2			0	a	0
7 HEL	487	WILD HORSE				0	a	0
7 HEL	L [	MISSOULA				o		0
7 HĒL		DAHO FALLS				P	9	0
7 HEL		MORGAN				0	0	0
7 HEL		OPHEIM	+;			- º		а
7 HEL	492 (	RAYMOND				_ °	0	0
7 HEL	493 5	SCOBEY	1 1	<u>-</u>	<del></del>	٥	- 0	٥
7 HÉL	494	GOOSVILLE	3			٩	O.	0
7 HEL	495 7	URNER	+ -			0		0
/ HFIL	498 0	CALGARY (PREI)	19			0	0	
7 HEL		EDMONTON (PREI)	10)			9	9	
7 HEL		VILLOW CREEK	1			0	0	0
HVM	580 B	HLLINGS	+		<u> </u>	0	0	٥
HVN	581 N	MALTA			<del></del>	0	0	0
HVM	582 P	LENTYWOOD	3			0	0	O
HVM	583 9	COBEY	2			- 0	0	- °
HVM	584 S	HELBY	1 4			0	0	0
HVM		TMARY	2			0	0	0
HVM	588 5	WEETGRASS	3		·	0	0	
нум	587 Ti	WIN FALLS	B	<del></del>			0	n
	<del>_</del>				<u></u> _	°	0	٥



7 BOI	634	BOISE OCTF	1 0			ा	ol	- 0
		GRAND PORKS	50	<del></del>	<del></del> -		<del> 1</del>	<u> </u>
В	172	GRAND FORKS BPS	20	-		0		- 0
	173	GRAND FORKS	<del> </del>		<del></del>	0		
7 GFN	592	BOTTINEAU	5		<del></del>	- 0	Di	
7 GFN	593	DULUTH	<del>                                     </del>		<del>+</del>	0	<del></del>	
7 OFN	594	GRANO MARIAS	<del>                                     </del>		<u> </u>	0		
7 GFN	595	INTERNATIONAL FALLS	2	<del></del>	— <del> </del> -	0	_ <del>_</del>	0
7 GFN	598	PEMBINA	3	<del></del>	<del></del>	-		
7 GFN	567	PORTAL	<del>                                     </del>		<del></del>	-		
7 GFN	598	WARROAD	-	<del></del>	<del></del>			
0	199	TEXAS SERVICE CTR	347			3	7	
		Nebraeka Syc Center	502		<del></del>	<del>-  -</del>	<del></del>	—
4+	104.3	Nebraska Svc Ctr Counsel	222		<del></del>	<del>-</del>	10	
5	129	OMAHA DO	40	331	3	- 0		
6	201	NEBRASKA SERVICE CTR	544	<del></del>	<del></del>	- 5	<u></u>	
·		TOTALS =	U,154	<del>-</del>		74	- 60	
			<del></del>		<del></del>			
~			<del></del> _					- 1

Immigration & Naturalization Service

22

# **FOS WEST**

BAND	Cross	<del>                                       </del>	Table of	NUMBER	NUMBER	1:100	CURRENT	IN THE
44.55.55			Organ iz	ŌF .	OF	RATIO	FOS	QUEU
11/26/97	numb	\$ITE	5/27/97	CONTRACTORS	TERM		DEPLOYMENT	=
			<del></del>	<u> </u>	EMPLOYEES	<del>-</del> -		
		SAN CIEGO (4,000+)	3,964					
1		SAN DIEGO DO	972			<sup></sup> 10	6	3
1+	5.	Sen Diego DO IHP	4		<del>†                                     </del>			-
1		SAN DIEGO BPS	489		<b>†</b>	5	8	3
1		Chule Vista Sta	420		<u> </u>	4	- 0	3
1	1	Imperial Beach Sta	448		<u> </u>	4	0	2
1	10		454		<u> </u>	5	1	1
1+	11	Keemey Moss ASU	ō	·	<u> </u>			0
1+	12	SPRING VALUEY ASU	21		<del></del>		0	0
+	12.1	BOULEVARD STATION			<del>                                     </del>	0	- 0	0
1+	13	CAMPO	229		<del></del>	2	0	-0
i+	14	EL CAJON	193			2	0	2
→	10	SAN MARCOS	11			- 0	- 0	0
i <del>+</del>	17	TEMECULA	130		<del>                                     </del>	1	0	1
i*	17.1	TEMECULA CHECKPOINT	15		╀─────┤	0		
SND	190	National City SO (SNO)	0		<del>  </del>	· c	- 0	
•	190 2	SND investigations (Court)	0		<b>├</b> ──	0	0	
•	190 3	SND Attorney Armes (EAR)	0		<del></del>	o		0
SNO	225	SAN DIEGO (HQ OCDETF)	- 0		<u> </u>	o		- 0
SND	226	SAN DIEGO (HQ OGC)	31		<del>                                     </del>	0	0	c
SND	227	SAN DIEGO AP (LINDBERGH)	0			0	Ö	0.
5ND	228	SAN YSIORO	383			4	D	
SND	229	OTAY MESA	- 0			G		
SND	229.1	OTAY MESA Commit Pacil	C					
SND	230	TECATE				-	0	
		SAN CLEMENTE NEW	145	· · · · · · · · · · · · · · · · · · ·	<del></del>	1	0	<del>-</del> -
SND	231	ROCK MOUNTAIN PRISON	5				-	
SND	232	ANDRADE	- 0	<del></del>			0	
SDC	233	CARLSBAD ASU	5	···		- 0		
SND	234	JACUMBA	29	<del></del>		0		
SDC	235	JULIAN	0			- 0		
		ARIZONA	1,545					_ 0
	34	TUCSON BPS	128				0	0
	35	Nogales Sta	307			3		'
	36	Tucson Sta	130			1		
_+	37	Douglas Sta (TCA)	290	<del></del>		3		_']
	38	Naco Sta (TCA)	46	·· <del>··</del>	<del>-</del>  -		0	0
	82.1	loy, AZ IHP	1			- 0		
- +-	120	HOENIX DO	150		<del></del>	2	0	0



5	121	Les Vegas 50	5	0	ा	- 0
5	123	Tucson SC	<del>  s</del>	6	- 0	0
<del>                                     </del>	124	FLORENCE SPC	-	5		- 0
<u> </u>	125	ELCY SPC		<del></del>	+ -	
7 TCA	252	AIO	2	d————		
7 TCA	253	CASA GRANDE	3	2	0	- 0
7 TCA	254	GILA BEND		0		<u> </u>
7 TGA	255	PHOENIX	<u></u>	d		0
7 TCA	256	SONOITA	2	7		<del>-</del>
7 TÇA	257	WILLOOK	1	5	0	
7 CDW	408	FT. HUACHUCA (HQ STRAT PLN)	<del></del>	2		- 0
7 PHO	426	PHOENIX (HOOGC)	3	i	-	
7 PHO	427	LAS VEGAS AP	<del></del> -	<del>                                     </del>	-	0
7 PHO	428	DOUGLAS .	3	<del>                                     </del>		0
7 РНО	429	LUKEVILLE			-	
7 PHO	430	MARIPOSA		-	<del>-</del>	0
7 PHO	431	NACO	18	<del></del>		
7 PHO	432	NOGALES	95	<del></del>	<del>                                     </del>	D
7PHO	433	PHOENIX AP	16	<del> </del>	<del>                                     </del>	0
7 PHO	434	SAN LUIS	57		<del>  </del>	<del> </del>
7PHO	435	SASABE			-	0
7 PHO	436.1	TUCSON AP	- 5		0	0
		COLORADO RVR (MPL Val)	<del></del>	<u>.                                    </u>	<u> </u>	
f	8	El Centro SPC	122	T T	1	
2	74	EL CENTRO APS	63		1	2
}+		El Centro Training Center	0		<del>                                     </del>	
		El Centro Checkpoint 88	0		0	0
		El Centro Checkpoint 111	0		- 0	0 1
		El Centro Air Ops	0	<del></del>	- 6	
	75	Calexico Ste	112		<del>                                     </del>	0
<del>-</del>	75.1	Calexico POE	791		2	
+	75.2	Calerico East POE	0		<del>                                     </del>	0 0
÷	75.3	Calexico Invest	0		0	0 0
+	75.4	Calipatne Prison	0	··		
•	75.5	Centinets Prison	0			0 0
	75.8	Denovan Prison	0	<del></del>	0	0 0
	76 (	d Centro Sta	97		1	0 1
	77 1	ndia Sta	10		<u> </u>	0 0
	78 (	Calexico SO (SND)	-	<del></del>	0	0 0
	78 Y	TUMA BPS	243		2	
	80	Blyth Sta	0	<del></del>	0	0 0
	81	Wellun Sta	- 0			0 0
	82	Yuma Sta	0		0	0 0
	82.1 E	λογ, AZ IHP			- 0	0 0
ELC	274 R	IVERSIDE	10	<del></del>		0 0

7 YUM	275	BOLDER CITY		oļ	T	0	Ö	
		NORTHERN CALIFORNIA	<u> </u>	1		٠		├-
2	58	SAN FRANCISCO ASYLUM	1 5	4	<del></del>	1 1	1	_
3	88	SAN FRANCISCO DO	39	<del>,                                    </del>		1	3	
3+	88.1	San Francisco DO #4P	<del> </del>	B	<del></del>	-	0	_
<del>3</del>	85.2	Oublin CA #HP		2	+			<u>L</u> .
3+	86.3	Sacramento SO IHP	<u> </u>	<u>-</u>		<u> </u>	0	<u> </u>
5 SFR	118		<b>-</b>	<u> </u>	_ <b>_</b>	0		
5	122		2	<u> </u>	<u> </u>	0	Ö	
5		LIVERMORE BPS	<u> </u>	<u> </u>		D	0	
5	143		7		_	P	0	
5+	143.1		10			0	a	
				1		٥	0	
<u> </u>		Livermore sta				, c	0	Г
5 SFR	145		30			C		-
6 SFR	180		10	1		o	0	
7 SFR		SAN FRANCISCO (HQ OCDETF)	1			0	0	
7 SFR		SAN FRANCISCO AP		2		0	D	-
7 SFR		SAN FRANCISCO (HQ OGC)	54		1	1	0	
7 SFR	288	BAKERSFIELD DAD					0	
7 SFR	250	LIVERMORE D&D	333		<del>                                     </del>		0	
7+ SFR	289.1	Oakland AP	2			٥	- 0	
7+SFR	289.2	San Jose AP	10		<del>                                     </del>	0	0	
ZEIV	472	SACRAMENTO	10	†	<del>-</del>	- 0	o	
7 EIV	473	SALINAS	10	<del></del>	<del></del>	0	0	
LIV	475	STOCKTON	70		+	0		
		LOS ANGELES AREA	1,5 <b>5</b> 7	<del></del>		<u> </u>	0	
2	56	LOS ANGELES ASYLUM	174	<del></del> .	<del> </del>	2		
;	90	LOS ANGELES DO	1,277	<del></del> -	<del>                                     </del>	13		
<del>-</del>	90.1	LOS Sesport invest			<del>  -</del>	0		
<del></del>	90.2	Los Angeles DO tHP		<u> </u>	<del> </del>	_		
<del></del>	90 3	Los Angeles TVP II			ļ		0	
	i	EAST LOS ANGELES LEGUZN				0	C C	
<del></del>	92	SAN PEDRO SPC	80		ļ	٩		
		Terminal Island, CA (HP			<u> </u>	1	0	
<del>  </del>	142	Bakersheld Sta			<u> </u>	0	c	
<del>+</del>		Bakershold IHP	D		<u> </u>	0	0	
LOS						D	o o	
LOS		LOS ANGÉLES (HO OCDETF)				D	0	
LOS		LONG BEACH SEAPORT	<u>.</u>			Ō	0	_
		LOS ANGELES AP	0			a	0	
LOS		OMPOC (D&D)				0	o	_
LOS		RIVERSIDE ASU	0:			0	D	
LOS		SAN LUIS OBIBPO (INV)	O	<u> </u>		-	D	
LOS		WESTMINSTER	36			- 0	- 0	
-LOS	298.2	SANTA ANA ASU	n			0	- 0	
LOS	296.3	BELL FACILITY ASU	0		<del>  </del>		0	

7+LOS	298.4		Ô			ā	0	
7+LOS	298.5	BELLFLOWER TPS	o o	<del></del>		-	D	
7+LOS	296.B	RIVERSIDE INFORMATION UP	TIN	<u></u>	<u>.</u>		<del></del>	
7 LIV	471	OXNARD	0			- C	<del> </del>	
7 LIV	471	SAN LÜIS OBISPO	<u> </u>		<del></del>	0		
		PORTLAND, OREGON	112	1	15	<del>-</del> 1	<del></del>	
4	100	PORTLAND OR DO	71	1	9	1		
4+	100.1	Roseburg Sub Office	2		<del></del>	0	- 0	
7 POO	311	Astoria	1		1	-	-	
7 PCO	312	Coos Bay	- 0				0	
7 POQ	313	Portland Airport	19		5	0	o	
7 POO	314	Medford, OR SO	19	<del></del>			0	
7 POD	315	PORTLAND (HQ OGC)	-			<u>a</u>	0	
		PACIFIC OCEAN	307		·	<del></del> -		
5	132	HONOLULU DO	217			2	2	
6 HEAN	183	Agana SO (HHW)	82			1	0	
7 t <del>4 ()</del>	455	HONOLULU AP	8			0	0	_
7 I#NV	456	HONOLULU SEAPORT	- c		<del></del>		0	
7 AGA	533	AGANA AP	0			0		
		PACIFIC NORTHWEST	356			·		_
5	131	ANCHORAGE DO	50			0	1	_
6	161	SEATTLE DO	15			-	2	_
6	162	Spokane SO	20				0	-
0	163	SPOKANE BPS	54			1	-	-
	164	SPOKANE	1			0	0	
B	185	BLAINE BPS	70			1 -	- · · · · · · · · · · · · · · · · · · ·	_
a	166	Bisine Sta	13					_
7 ANC	448	ANCHORAGE AP	11				-	_
7 ANC	449 (	DUTCH HARBOR	2			D	0	-
ANC	450	DALTON'S CACHE (HAINES	1	<del></del> -		٥	<del></del>	_
7 ANC	451	(ETCHEKAN	5			<del>-</del> a	0	
ANC	452 (	PRINCE RUPERT	0			0	0	- (
ANC	453	SKAGWAY	2	·			- 6	
ANC	454	AFCYN (LOK)	2				0	- (
SEA	540	BELLINGHAM	3	<del></del>		0	- 0	
SEA	541 8	BLAINE PEACE ARCH	17	·		-	D	7
SEA	542 E	KOUNDARY	0				0	
SEA	543	DANVILLE	ő			- i	0	(
SEA	544 L	AURIER	0			0		_
SEA	545 L	YNDEN	0		<del>-  </del> -	4	0	-
SEA	548 A	MATALINE FALLS				0		- 0
SEA	547 N	IGHTHAWK	0		<del></del>		<del>- </del>	-
SEA	548 P	'ACIFIC HWY (BLAINE)	- 0	<del></del>	<del> </del> -	D	-	_
SEA	549 F	RIDAY HARBOR	<del> </del>	<del></del>		Ö	<u>-</u>	0
SEA	550 F	RONTIER (NORTHPORT)	0		<del></del>	0	0	-

7 SEA	55	OROVILLE	т-	ं		<del></del>		<del></del>
7 SEA	5.52	FERRY		- -				0
7 SEA		POINT ROBERTS		<del> </del>			<u>.                                    </u>	
7 SEA		PORT ANGELES		<b>⊥</b>			1	9
7 SEA				0			7	9
L		SEATTLE SEATAC AP	2	<u>.</u>		, ,	)	9
7 SEA		SEATTLE SEAPORT		0		7		1
7 SEA		SUMAS	1	0			· · · · · ·	<del>-</del>
7 SEA	556	LONGVIEW	,	•		<del> </del>	<del></del>	<del> </del>
7 SEA	556	VANCOUVER (PREI)	4	7		<del></del>	<del>,</del>	<del></del>
7 SEA	560	VICTORIA (PREI)		0		<del>                                     </del>	<del></del>	3
7 SEA	561	TACOMA		3			,	
7 SEA	567	EASTPORT	<del></del>	Ď				
7 SEA	563	PORTHELL				_	<u> </u>	
7 SEA	564	PASCO		<del>-</del>				
7 SEA	585	YAKIMA	1	L.				Щ.
7 SPW	500	BONNERS FERRY	<del></del>			0	<u> </u>	
7 SPW		COLVILLE		<u> </u>		0		L
7 SPW		BUREKA	•	<u> </u>		0	L	
7 SPW		NORTHPORT		1.				1
7 SPW			,		]		0	, T
		OROYILLE	_	<u>'</u>		0	0	
7 SPW		PASCO		7		0		1 -
7 SPW	572	WENATCHEE				- 0	- 0	- 0
7 SPW	573	WHITE FISH		1		-	0	<del>                                     </del>
7 BLW	575	BELLINGHAM				0		-
7 BLW	578	LYNDEN		·	<del></del> -			-
7 BLW	577	PORT ANGELES		<del> </del>				<u> </u>
7 BLW	578	ROSEBURG		<u> </u>	<del></del>	<del>                                     </del>		1
7 BLW	570	SEATTLE	O	<del>                                     </del>		-		<u>L</u>
		Lagune Niguel	279	<del></del>				<u> </u>
,	15	SAN CLEMENTE	15	<u> </u>	_	_	11	0
B	202	WESTERN REGION	95					0
B+		Admin Center, Laguan	144	<u>L</u> _		1	0	0
34		Wastern Telephone Center		<u> </u>		1	5	٥
COW			25			0	Ó	O
-		LOS ANGELES (HQ MGMT)	0			0	D	0
·		California Service Co	544			5	10	
		TOTALS =	****			98	70	32

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DRAFT

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

# PROGRAM MANAGEMENT COMMITTEE CHARTER

# 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.

Immigration & Naturalization Service

ATTACHMENT 1.

#### Section 3. Membership

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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.

ATTACHMENT 1.

#### 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.



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.

ATTACHMENT 1.



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.

Immigration & Naturalization Service

ATTACHMENT .



(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						
		FIES	Hours	Rate				Total
3000	Program Manager	1	1,958				\$	
3001	Project Manager	2	3,915				\$	i
3028		1	1,958	1 [			\$	ĺ
3026	Technical Writer	2	3,916				\$	i
3002	Technical Manager	5	9,790					i
3007	Senior Systems Analyst	7	13,706	l í			\$	
3010	Applications Programmer	1	1,958				. \$	
3005	DataBase Administrator	1	1,958	1 1	i I		\$	
3008	Systems Analyst	2.2	4,120	1 1			Ş	
	Total Labor Summary	22.2	43,280		<del></del>		. \$	
						<del>-</del>	- \$	
	Labor Categories for Overtime		OT Hours	OT Rate			•	Total
3000AA	Program Manager				<del>-</del>			1014
3001AA	Project Manager		-	1	Ī		\$	-
3028AA	Secretary		-				\$	
3026AA	Technical Writer		59		1		\$	1
3002AA	Technical Manager		†17		İ		\$	Ī
3007AA	Senior Systems Analyst		-	1			\$	ı
3010AA	Applications Programmer		411				\$	
3005AA	DataBase Administrator		59	ł	1		Š	1
3008AA	Systems Analyst		59				\$	
	Total Labor Summary		560		<u> </u>		Š	
	TOTAL CADON SUMEMARY	0	1,265		-		\$	┪
	Travel Summary *							Total
4002	CONUS							
4002	Europe/Africa (Rome)						\$	
4002	Asia (Bangkok)						\$	Ī
4002	Central/South America(Mexico)						\$	
4002	Local Travel						\$	- 1
					-		\$ ]	i
	Total Travel Summary		····		- <del></del>			İ
					<del></del>		-\$	
	Other Direct Costs *							Total
4000	Pagers						_	ा जस्त्रा
4000	Federal Express expenses						\$	7
4000	Office Supplies						* ]	
4000	Printing expenses						\$	J
4000	Parking expenses						- \$	,
4000	Facility cost for Recruitment						\$	
	y						5	- 1
	Total Other Direct Costs							
				— <del>—</del> ———			\$	- 1
							[	
	Material Summary						_	
								Total
4001	Laptops (Quantity of 3)							
	Total Material C					-	\$	•
	Total Material Summary						<del></del>	<del></del> -
	Total Task Order 1 Summary					<del>-</del>	<del></del>	
_		22	44,545			***	<u></u>	412,119
* !	Note: Travel and Other	D						<u>* 16, 113</u>

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

December 1, 1991

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

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

	Labor Category	FTE's	Hours	Rate				Total
)	Program Manager		-	0			\$	-
	Project Manager		-	0			\$	
3	Secretary		-	o			\$	-
3	Technical Writer		-	Ò			\$	-
2	Technical Manager		-	0	_		\$	
7	Senior Systems Analyst	2	3,916		ŀ		\$	
) 5	Applications Programmer	1	1,958		•		\$	
	DataBase Administrator	1	1,958		_		\$	1
	Total Labor Summary	4	7,832				\$	<u> </u>
	Labor Categories for Over	time	OT Hours	OT Rate				Total
	Program Manager		0	D			\$	
	Project Manager		0	D	_		\$	_
	Secretary		0	0			Š	_
	Technical Writer		0	0			\$	_
	Technical Manager		0	ō			\$	-
	Senior Systems Analyst		117		7		Š	
	Applications Programmer		59				į	i
	DataBase Administrator		59				Š	1
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	Total Labor Summary for (	Overtime	235	·			\$	
						- - - -	\$ \$ \$ \$	
	<del>,, ,</del> ,,		-	•				<b></b>
	Other Direct Costs							Total
	Pagers					_	\$	_
	Federal Express expenses					-	\$	-
	Office Supplies					_	\$	_
	Printing expenses					•	Š	
	Parking expenses				-		\$	-
	Facility cost for Recruitment		•			-	\$	-
	Total Other Direct Costs						\$	
	Material Summary							Total
	Material Summary					-	\$	Total
	Material Summary  Total Material Summary					-	\$	Total

December 1, 197

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

# Contract No.: COW-, \_\_\_\_013 Task Order No.: FOS98-001

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

Program Mignat	253,612											N V	Cotal travel Summary	
Prom.   Destination   Manthyr   People   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For   For	248	8		_	_		_	70	_	1				<del>,                                    </del>
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Prom   Destination   Month/Yr   People   From   Destination   Month/Yr   People   Trojal   Move   Total   Mileage   Total   Wash DC Various   Cockey   1 4 3 118 42 75 1,400   Mileage   Total   Wash DC Various   Dec-97 1 4 3 118 42 75 1,400   Mileage   Total   Wash DC Various   Dec-97 1 4 3 118 42 75 1,400   Mileage   Total   Wash DC Various   Dec-97 1 4 3 118 42 75 1,400   Mileage   Total   Wash DC Various   May-98 1 4 3 118 42 75 1,400   Mileage   Total   Wash DC Various   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98 1 4 3 118 42 75 1,400   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-98   May-	248	8					<u> </u>	20	<u>-</u>	20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15 20-15	AcLean, VA	엉		P
Prom   Destination   Month/Yr   Paople   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par   Par	248	2	_				<u>.</u>	20	<u>-</u>	98-un	tcLean, VA	8		Ţ
Prom   Destination   Month/Yr   People   Fig.   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   East   E	248	8 8					<u>.</u>	20	<u> </u>	May-98		8		Ţ
Prom   Destination   Month/Yr   neople   ft/ps   days   Lodging   Par Diem   Car Rental   Airfare   Mileage   Total   Wash DC Various   Oct-97   4   3   118   42   75   1,400   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   128   1	248	8					<u></u>	20	<u> </u>	Apr-98	WicLean, VA	8		7
Prom   Destination   Month/rr   People   trips   days   Lodging   Per Diam   Car Rental   Airfare   Mileage   Total	246							20	<u>-</u>	Mar-98	McLean, VA	8		ī
Prom   Destination   Monté/fr   People   tips   days   Lodging   Per Diem   Car Rental   Airfare   Mileage   Total	248	à					<u>.</u>	2	<u>-</u>	Feb-98	WoLean, VA	8		Ţ
Prom   Destination   Month/Yr   People   tips   days   Lodging   Per Diem   Car Rental   Airfare   Mileage   Total	248	2	_			_	<u> </u>	20	<u></u> _	Jan-98	McLean, VA	8	_	7
Prom   Destination   Month/Yr   People   trips   days   Lodging   Par Diem   Car Rental   Airfare   Mileage   Total	248	à		_			<u> </u>	20		Dec-97	VicLean, VA	8		Ţ
Prom   Destination   Month/r   People   tips   days   Lodging   Par Diam   Car Rental   Airfare   Mileage   Total	248	i đ					<u> </u>	20		Nov-97		8		7
Prom   Destination   Month//r   People   trips   days   Lodging   Par Diam   Car Rental   Airfare   Mileage   Total   Wash DC Various   Oct-87   1   4   3   119   42   75   1,400   Wash DC Various   Nov-87   1   4   3   119   42   75   1,400   Wash DC Various   Nov-87   1   4   3   119   42   75   1,400   Wash DC Various   Dec-87   1   4   3   119   42   75   1,400   Wash DC Various   Feb-88   1   4   3   119   42   75   1,400   Wash DC Various   Apr-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   4   3   119   42   75   1,400   Wash DC Various   Nay-88   1   1   1   1   1   1   1   1   1	124	\$ 2			_		<u>-</u>	20	<u> </u>	Oct-97	McLean, VA	8		Ţ
Prom   Destination   Month/yr   People   frips   days   Lodging   Par Diam   Car Rental   Airfaire   Mileage   Total	į	<u> </u>				···	<u>.</u>	<u> </u>	<b></b>	Sep-97	WcLean, VA	<u>p</u>		ק (
Prom   Destination   Month/Yr   Deople   trips   days   Lodging   Par Diam   Car Rental   Airfare   Mileage   Total   Wash DC Various   Sep-97   1   4   3   119   42   75   1,400   Wash DC Various   Nov-87   1   4   3   119   42   75   1,400   Wash DC Various   Dec-97   1   4   3   119   42   75   1,400   Wash DC Various   Dec-97   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Various   May-98   1   4   3   119   42   75   1,400   Wash DC Rome   Dec-97   1   1   5   126   68   50   1,595   Wash DC Bangkok   Dec-97   1   1   8   116   41   50   3,190   Mash DC Various   May-98   1   1   1   1   1   1   1   1   1	2,065		1,045	50	55	<u>1</u>	4			741790	-			
Prom	2,065		1,045	8	8	į		• -	٠.	0.0	Mexico			Ŧ
Prom   Destination   Month/Yr   Deople   trips   days   Lodging   Par Diem   Car Rental   Airfate   Mileage   Total   Wash DC Various   Oct-87   1   4   3   118   42   75   1,400   Wash DC Various   Oct-87   1   4   3   118   42   75   1,400   Wash DC Various   Oct-87   1   4   3   118   42   75   1,400   Wash. DC Various   Deo-87   1   4   3   118   42   75   1,400   Wash. DC Various   Fab-88   1   4   3   119   42   75   1,400   Wash. DC Various   Apr-88   1   4   3   119   42   75   1,400   Wash. DC Various   Apr-88   1   4   3   119   42   75   1,400   Wash. DC Various   Apr-88   1   4   3   119   42   75   1,400   Wash. DC Various   Jun-88   1   4   3   119   42   75   1,400   Wash. DC Various   Jun-88   1   4   3   119   42   75   1,400   Wash. DC Various   Jun-88   1   4   3   119   42   75   1,400   Wash. DC Various   Jun-88   1   4   3   119   42   75   1,400   Wash. DC Various   Jun-88   1   4   3   119   42   75   1,400   Wash. DC Various   Jun-88   1   4   3   119   42   75   1,400   Wash. DC Rome   Dec-97   28   1   3   119   42   75   1,400   Wash. DC Rome   Jun-98   1   4   3   119   42   75   1,400   Wash. DC Rome   Jun-98   1   4   3   119   42   75   1,400   Wash. DC Bangkok   Jun-88   1   1   8   116   41   50   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3,190   3			· ·	}	R	<u>*</u>	<u> </u>	<u>.</u>	<u>.</u>	Deo-97	Vexico			P
Prom   Destination   Month/Yr   People   trips   days   Lodging   Par Diam   Car Rental   Airfare   Mileage   Total	4,846		3,190	50	41	116				-Ma-140	Calignon	. ?		
Prom   Destination   Month/Yr   People   trips   days   Lodging   Per Diem   Car Rental   Airfare   Mileage   Total	4.846	_	3,190	50	41	116				C 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Rangkok	3 (		Ð
Prom   Destination   Month/Yr   people   trips   days   Lodging   Par Diem   Car Rental   Airfare   Mileage   Total   Wash DC Various   Oct-87   1   4   3   118   42   75   1,400   Wash. DC Various   Dec-87   1   4   3   118   42   75   1,400   Wash. DC Various   Dec-87   1   4   3   118   42   75   1,400   Wash. DC Various   Jan-88   1   4   3   118   42   75   1,400   Wash. DC Various   Feb-88   1   4   3   119   42   75   1,400   Wash. DC Various   Apr-86   1   4   3   119   42   75   1,400   Wash. DC Various   Apr-86   1   4   3   119   42   75   1,400   Wash. DC Various   May-88   1   4   3   119   42   75   1,400   Wash. DC Various   May-88   1   4   3   119   42   75   1,400   Wash. DC Various   May-88   1   4   3   119   42   75   1,400   Wash. DC Various   Aug-86   1   4   3   119   42   75   1,400   Wash. DC Various   Aug-86   1   4   3   119   42   75   1,400   Wash. DC Various   Aug-86   1   4   3   119   42   75   1,400   Wash. DC Wash. DC Dec-87   28   1   3   124   42   60   1,400   12   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,595   1,	,	_		l '	<u> </u>	<u>;</u>	•	• •	<u>.</u>	Dec-97	Banakok	8	rogram Mgmt	T
Prom   Destination   Month/Yr   neople   trips   days   Lodging   Par Diam   Car Rental   Airfare   Mileage   Total	2,806	_	1,585	50	66	126	ψ,			B6-un	Xome	Trasii, UC		
Prom   Destination   Month/Yr   Deople   trips   days   Lodging   Per Diem   Car Rental   Airfare   Mileage   Total	2.06		1.595	50	86	126	Ø1	_	_	Dec-87		Mask DC	ropram Mont	0
Prom   Destination   Month/Yr   people   frips   days   Lodging   Per Diem   Car Rental   Airfare   Mileage   Total	121 464		1400	60	<b>4</b> 2	124	13	_	25	Dec-97	Wash, CC		Togram Momit	Ċ,
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#### Part L Task Order

Contract Number/Task Order Number: COW-7-C-0013/FQS98-002

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 deak 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 midtier (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>nd</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,  $2^{nd}$  Tier problem resolution, FOS field support, NCC support, and Hardware Maintenance. Under this contract, the contractor's responsibility for  $3^{nd}$  Tier problem resolution ends with referring such problems to the appropriate party –  $3^{nd}$  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 directs 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.



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)	Servi	Service Provider: WANG Government Services, Inc.									
	(a)	POC:	echnical Manager, ESC								
	(b)	Location: 425 I Street, NW, I	Room 5120	(ь)(6)							
	(c)	Washington, DC 20536									
	(d)	(202) 616-2129									
	(e)	Technic	al Manager, INS Help Desk								
	(f)	Location: 425 I Street, NW, I	Room 5120								
	(g)	Washington, DC 20536									
	(h)	(202) 616-7668									
(2)	End V	End User Organization:									
	(a)	POC Names: Glenn Hall									
	(b)	Telephone Numbers: (202) 6	16-7655								



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

 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.)

 WANG Government Services, Inc. (WGSI) Help Desk personnel will return 90% of users calls within 45 minutes, and 100% of users calls within 60 minutes.

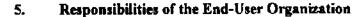
#### 4.2 Performance Incentives

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, WGSI 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 In	centives	<del></del>	_			
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
Availability	24 hrs/7 days per week	of target availability	Quarterly (See note below)	Call activity logs, random sampling	1/- 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		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	calls returned within 60/45 minute requirement	Quarterly (See note below)	Call activity logs	+/- 1% total monthly price for Help Desk operation (i) +/- 1% variance	Performance = Actual time to return call
Time to resolve call and close trouble ticket	Time to resolve all calls received at the Heip Desk, less exceptions noted in the SOW or SLA	talis resolved within 1 business day	Quarterly (See note below)	Call activity logs, trouble tracking system	+/- 1% total monthly price for Help Desk operation (a) +/- 1% variance	Performance = Actual time to resolve



- 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 COTR

Alexa White
Immigration & Naturalization Service User Representative

12/8/37
(b)(6)

Service Provider Contract Representative Signature