

time starts at the first minute of covered time following notification. All services activity is tracked by the call-tracking system logic from inception to ticket closure. It is understood that the service period extends through the entire period that a service ticket is active unless Wang is denied access to a device or system due to security restraints, lack of an escort, or the unavailability of the end-user or an end user designee to schedule repair times or provide access to the system. For PPM-only repairs will be returned to service by close of business the next business day. For equipment under 7 x 24 coverage, return to service will be within 4 hours of receipt of the call.

For equipment where parts, after thorough research, are not available or the equipment is deemed obsolete, the equipment will be returned to INS stating parts are not available and WGSII is unable to repair the failed item. This problem especially affects equipment not manufactured by Tier 1 (Gartner Group) computer manufacturers. Attachment 1 describes the Gartner Tier grouping. This clarification applies to all maintenance types described in this proposal.

Task 5 – Responsibilities of the Contractor (Contract Section C.5.9)

All services under this contract shall be performed by trained and technically experienced personnel providing the required service in accordance with accepted commercial practice without reasonable delays or interference with Government functions. All maintenance personnel shall be fully trained prior to performing any maintenance activity that would otherwise void an OEM warranty.

WGSII will take full responsibility for recommending changes in the type of maintenance service to improve both cost effectiveness and level of support provided to the Government. It is understood any such recommendations will be forwarded to the INS and will not be implemented unless written Contracting Officer approval is received.

Subtask 5-1 – Parts Quality (Contract Section C.5.9.1)

Only new standard parts or parts equivalent to new in performance shall be used to effect repairs. All parts shall meet OEM specifications. If a part is not new, it shall be identified as used or reconditioned and warranted as new. Maintenance parts shall be furnished on an exchange basis and replaced parts become the property of WGSII. The Government may, at its discretion, elect to retain the replaced parts or direct their destruction, due to security reasons. In no case will WGSII use any replacement parts or repair methods or techniques that would result in the OEM refusing to honor their warranty or otherwise support the equipment. For full coverage maintenance there will be no additional charge for replacement parts unless such parts are required due to the fault or negligence of the Government or retained by the government or failures resulting from environmental incidents or Acts of God. Software maintenance is limited to the restoration of the software environment as it existed prior to the hardware failure.

Subtask 5-2 – Parts Replacement (Contract Section C.5.9.2)

If a device or system cannot be repaired onsite, a replacement of equal or greater capability will be provided while the device is repaired off-site. WGSi limits equipment repairs to equipment that is not deemed obsolete or to equipment that can be identified as supportable. When practical, and when authorized to do so, WGSi will replace the failed device as an advance exchange in order to minimize any impact to end users.

The Wang Team understands that any parts (with the exception of hard disk drives) which are removed from a device during a maintenance activity will become Wang's property. Any parts used to complete a maintenance activity will become the property of the INS.

At no time will WGSi engage in service activities that could void an OEM warranty. There will be no additional charges for parts, except for those requested by the INS and as described in this proposal, other than any due to the fault or negligence of INS or retained by the Government. Equipment damage or malfunction resulting from Acts of God and/or domestic and international terrorism are not covered.

Subtask 5-3 – Protection of Information (Contract Section C.5.9.3)

WGSi will ensure that all necessary precautions are taken to protect INS data. For instance, all WGSi CREs are required to run a virus scan prior to working on any end-user device. If a virus is detected, the CRE will shut down the device and alert both the end user and the help desk of the situation. The CRE will follow instruction from the help desk and, when appropriate, INS management regarding the cleanup procedures to be performed.

WGSi will work with the INS to develop and implement an INS-wide backup policy and plan to prevent the loss of any critical data. INS Help Desk Hardware Support Analysts will request the end user perform a backup of locally stored, critical data, if possible, prior to dispatching a CRE for a call where data might be in jeopardy. The CRE will confirm with the end user that the backup has been completed before initiating the repair.

Prior to the removal of a storage device, either as a defective part or as an inclusive device within a system, the CRE will verify security requirements with both the end user and the help desk. If a storage device is inadvertently removed from the site, the COTR will be notified.

Subtask 5-4 – Liability for Damage and Injury (Contract Section C.5.9.4)

WGSi understands that it is liable for any damage to INS property or injury to INS personnel resulting from the fault or negligence of WGSi's employees or subcontractors. We will take all prudent measures to ensure the property of the INS and the public. WGSi further understands that it is responsible for all materials and work performed until completion and acceptance by the INS.

Subtask 5-5 – Contractor/Government Meetings (Contract Section C.5.9.5)

WGSi

9

10/29/98

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WGSi will meet with the Task Manager or COTR on a mutually agreed upon schedule to discuss and resolve any maintenance issues or problems associated with this contract.

WGSi seeks to become a long-term technology partner with INS and will endeavor to recommend changes to service levels that would be beneficial to the INS. We will take full advantage of industry improvements and enhancements to provide the INS with mutually beneficial and cost-effective maintenance solutions. Through trend analysis of problem management data, on a quarterly basis, WGSi will advise INS of any abnormal failure rates so that corrective action may be taken with the OEM to obtain suitable low-cost or no cost corrective action.

As equipment is inventoried and new items are identified, WGSi will recommend to INS whether a new CLIN be added to the contract or the item covered by on-call maintenance.

Subtask 5-6 – Alterations to Government Property (Contract Section C.5.9.6)

WGSi will not make, or cause to be made, any alterations to Government-owned or controlled real property facilities, buildings, structures, components, systems, or utilities at any time during the course of this contract, either temporarily or permanently, without the express, written authorization of the Contracting Officer.

Subtask 5-7 – ADP Inventory and Excess Equipment Warehouse (Forestville, MD)

WGSi will provide day-to-day operation and support for the excess equipment and inventory located at the Forestville, MD warehouse, all coordination will be through the INS point of contact identified. On-site personnel at Forestville will inventory and assist INS personnel in storing equipment identified as excess pending disposition. WGSi proposes 2 Computer System Technicians to provide the required support. Their duties include but are not limited to:

- Receive shipments of no longer required ADP equipment and software.
- Inventory and test (if possible) each item received, determine the appropriate GSA Condition Code and document findings.
- Ensure all software and data is removed from hard disk drives before the devices are released for reutilization or disposal using either a software package approved by INS ADP Security (functioning hard disk drives) or the degausser located at CAB (non-functioning hard disk drives)

Additionally, WGSi will implement the school partnership program. This partnership will include a team of professionals dedicated to field locations needing assistance excessing equipment. WGSi proposes a team of 4 consisting of a lead Logistics Specialist and 3 Inventory Technicians. This team will assist in implementing the school partnership program. The team will help ensure that equipment which is deemed excess and is no longer needed by the service can be provided to local schools. This approach

provides both the INS and WGSII a strong relationship between local communities and the INS.

Task 6 – Maintenance at Foreign Office Locations

WGSII will provide support to foreign office locations through our depot maintenance plan. WGSII understands that the responsibility of shipping a failed item is at the government expense to the Tewksbury, MA depot facility. Shipping instructions will be provided to the user at the time of the call opening through the INS help desk.

WGSII will ship the repaired item within 2 business days of receipt in the depot facility. WGSII limits equipment repairs to equipment that is not deemed obsolete or to equipment that can be identified as supportable. If repairs can not be completed within the specified timeframe, WGSII will provide a replacement for the component within 2 additional working days if mutually agreed upon by the Government and WGSII. All turn-around times will be measured from the time the item arrives at the contractor's facility.

All normal shipping charges will be at the expense of the government. If the COTR directs, priority shipping is authorized at government expense.

Task 7 – Inventory (Contract Section C.4.7)

WGSII understands that the inventory is required to support the maintenance task. Without valid inventory data, maintenance can not be provided in accordance with the contract terms and conditions. WGSII is proposing that our team of Wang and Softech will, through a partnership of both WGSII and INS personnel, jointly conduct a physical inventory of all INS sites. The WGSII team will provide the process and procedures necessary for field locations to conduct their own inventories. The WGSII team will install and configure government furnished servers to maintain local IT asset inventories. The common data repository will reside in Washington, DC. WGSII will continue the development of the Information Technology Tracking System (ITTS) and utilize this tool as the repository for all IT assets. If INS locations do not have the necessary resources available WGSII will provide teams to assist as needed.

The WGSII team will provide inventory services to the INS. These services will include but not be limited to:

- In conjunction with the appropriate INS staff, develop and approve the requirements for the ITTS software (and modifications) as well as develop detailed requirements for the inventory effort. This will be accomplished within 30 days of the effective date of this task order. The requirements for the ITTS software need to be completed within two weeks of the start of the task in order to ensure implementation action in early 1999.
- Develop and implement an inventory tracking system to inventory IT assets at all locations

- Capture inventory information through a partnership program with both WGSJ and INS personnel at all locations.
- Populate the tracking system and maintain local systems located throughout the INS sectors/districts.
- Implement inventory systems at identified INS locations.
- Maintain a common repository of inventory data at INS headquarters in Washington, DC.
- Have inventory teams available to assist local sectors/districts on an as needed basis.
- Provide an implementation plan, 30 days after the requirements development described above.
- Provide a data management plan, 30 days after the requirements development described above.
- Provide system training plan, 30 days after the requirements development described above.
- Provide a QA review and audit plan, 30 days after completion of the foregoing three items.
- Dispose and store excess INS ADP hardware /software locally (Washington, DC) or as requested by the INS donation program, per direction from the INS POC.

INS will approve or provide comments to all plans and requirements 5 days after receipt.

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

The period of performance of this Task Order is 1 November 1998 through 30 September 1999.

As required by INS, WGSJ will provide on-call (pager) duty in accordance with Section G.7 of the contract. WGSJ envisions that the only applicability of this stand-by duty would occur in the inventory portion of this task.

5. Place of Delivery or Performance

WGSJ understands work under this Task Order will be performed at INS Headquarters' offices, the INS Theaters, and 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. OCONUS locations will be supported as explained in Task - 6 through our depot maintenance. The fixed price will cover exchange of equipment that is shipped back to our depot facility in Tewksbury, MA. Calls will still be received through the WGSJ help desk located in Washington, DC. Equipment that is in need of repair will be reported to the help desk and initial triage will be determined by the McLean Technical Assistance Center (TAC), a part will be shipped to the OCONUS location. Upon receipt the user may, if necessary, call back to the help desk for assistance to install the

equipment. Once installed and tested the failed equipment should be returned to Tewksbury, MA in the same package the replacement was shipped in.

6. Deliverables

WGSI will provide

1. Preventive Maintenance plans were applicable.
2. Quarterly Trend Analysis report
3. Inventory Implementation Plan, 30 days after requirements development (reference Task - 7, bullet 1)
4. Data Management Plan, 30 days after requirements development (reference Task - 7, bullet 1)
5. System Training Plan, 30 days after requirements development (reference Task - 7, bullet 1)
6. Quality Review and Audit Plan, 30 days after completion of bullets 3 - 5.

Report requirements will be determined with the INS Task Manager including ad-hoc reports as required.

7. Security Requirements

WGSI understands the security requirements as described in Section H of the contract. All personnel assigned on-site at an INS location must have an approved INS employment waiver or suitability determination granted by the INS Security Office before work can begin.

Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSI and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSI is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSI will obtain written approval from the COTR for unusual ODC's such as training and conferences.

WGSI

13

10/29/98

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5.1 WGSI agrees it will:

- a) Provide three levels of hardware maintenance support.

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-007

2. **Introduction**

a. **Organizations Involved**

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

(a) **POC Names:** (b)(6)

(b) **Location:** 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) **Telephone Numbers:** (202) 616-0018 (Mr. Keel)

(2) **End User Organization:**

(a) **POC Names:** Usha Keene

(b) **Location:** 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) **Telephone Numbers:** (202) 514-7990

b. **Purpose:** The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGS as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (WGS)**

3.1 **WGS agrees it will:**

a) **Provide three levels of hardware maintenance support.**

- On-Call (full coverage)
- Per-Call (remedial maintenance)
- Depot Maintenance

b) **Provide maintenance support, including technical troubleshooting, problem resolution, and component repair, in order to maintain and keep the equipment covered under FOS/HM in full operating condition.**

- c) Provide services in accordance with OEM practices and standards without unnecessary delay or interference with Government functions.
- d) Provide (4) four hour return to service on critical equipment identified as LAN servers until the inventory has been completed by sector/district and a grace period of 90 days to allow for proper stocking of spare parts to support the identified equipment. A LAN Server is defined as – A computer containing files available to all users connected to a local area network (LAN). In some LANs, a microcomputer is designated as the file server, while in others it is a computer with a large disk drive and specialized software. Some file servers also offer other resources such as gateways and protocol conversion. Equipment such as the RS6000 and those items covered by other than personal computer-LAN server CLIN are not defined as a LAN server.
- e) Provide repair and shipping of equipment requiring depot maintenance within 2 business days. The turn-around time for the completion of maintenance activities will be measured from the time the item arrives at the contractor's facility to the time the item is shipped to the Government.
- f) Provide Principal Period of Maintenance (PPM) service, Monday through Friday 6 a.m. to 6 p.m. (local time), excluding holidays.
- g) Provide Outside the Principal Period of Maintenance (OPPM); all times other than PPM.
- h) Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.
- i) Provide the Director, End User Computing Branch updates on all task order activities conducted on a weekly basis.
- j) Provide maintenance services 24 hours a day, 7 days a week on critical devices determined to be LAN Servers.
- k) Provide Help Desk Telephone 24 hours a day, 7 days a week for maintenance requirements.
- l) Maintain an inventory of spare parts, repair parts, and all necessary tools and instruments to properly and effectively maintain all equipment.
- m) Use new standard parts or parts that are of a quality and functionality equal to or exceeding that which was installed in the equipment by the OEM and warranted as new in effecting repairs.
- n) Take appropriate preventive measures to prevent the loss of information, such as data stored on a hard disk, during all maintenance activities.

- o) Take appropriate steps to protect and restore, as required, any information residing in the equipment being maintained.
- p) Identify any used or reconditioned and warranted as new part to the Government prior to installation.
- q) Ensure that a reasonable effort is made to back up user software prior to removing any storage device for repair or replacement.
- r) Follow the requirements of the INS Computer Security Office at INS Headquarters.
- s) Charge only one minimum labor and portal-to-portal charge for multiple repairs at the same location.
- t) Send a pre-paid express-delivery box to the INS site, in which a Laptop/Notebook can be delivered to the nearest WANG maintenance depot. The express-delivery box will arrive no later than two days from the Help Desk Call.
- u) Ship Laptops/Notebooks to service within 5 business days of receipt at the maintenance depot.
- v) Pay all shipping and handling cost for Laptops/Notebooks.
- w) Provide a 90 day warranty on parts from the date of service.
- x) Notify the Contracting Officer Technical Representative (COTR) and Theater Manager if a hard disk containing information has been inadvertently shipped to a maintenance depot or contractor site.
- y) Provide an information mechanism to update FOS/HM personnel on current contract issues.
- z) Provide necessary personnel, material and tools needed to assist INS offices with the excessing of hardware and software.
- aa) Provide necessary personnel to maintain an accurate hardware inventory.
- bb) Provide necessary personnel to assist the INS with the school partnership program.

3.2 Performance Incentives

The table below provides the performance incentives for the Maintenance SLA. All performance incentives can not exceed +/-2%.

WGSJ

16
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10/29/98

Maintenance - Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
On-call maintenance response time	Restore service within 4 hours, LAN Servers and equipment 90 days after completion of their inventory	<input type="checkbox"/> of out of service equipment restored to service within 4 hours from notification	Quarterly	Trouble tracking system, user feedback, on-site inspection	+/-1% @ of total monthly price for equipment covered by the standard on-call maintenance support @ +/-1% variance*	Performance = Actual time to restore equipment to service
Depot Maintenance	Repair and ship equipment within 2 business days and 5 business days for laptops	<input type="checkbox"/> of equipment repaired and shipped within 2 business days or 5 business days for laptops	Quarterly	Trouble tracking system, user feedback, on-site inspection	+/-1% @ total monthly price for depot maintenance support @ +/-1% variance	Performance = Actual time to repair and return equipment

3.2.1 Contractor Payment

- a. Contractor Payment For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.
- b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.
- c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.
- d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a

reduction or increase is appropriate, regardless of the period in which the performance occurred.

- e. Performance incentives will not exceed 2% of the related maintenance service.

3.2.2 *Example of Determination of Reduction*

- a. Assume an annual on-call maintenance rate of \$6,000,000.
- b. Assume that the measurement is quarterly.
- c. Assume the amount placed at risk is \$1,500,000 (\$6,000,000/4).
- d. Assume the standard requires 98% of out of service equipment restored to service within four (4) hours from notification.
- e. Assume that the contractor only achieved a 95% four (4) hour on-call maintenance return to service response time.
- f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of on-call items restored to service within 4 hrs from notification}}{\text{Number of on-call maintenance requests}} = \text{Response Time}$$

- h. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$1,500,000
 Number of on-call maintenance requests: 100
 Number of on-call maintenance items restored to service within 4 hours: 95
 On-call maintenance restored to service within 4 hours: 95%
 Incentive based on +/- 1% variance, the maximum amount allowed to be deducted is 2%
 Variance: 3%
 Total Reduction for the Quarterly Period: \$30,000 (\$1,500,000 times .02 variance)

3.2.3 *Example of Determination of Performance Credit*

- a. Assume an annual on-call maintenance rate of \$6,000,000.
- b. Assume that the measurement is quarterly.
- c. Assume the amount placed at risk is \$1,500,000 (\$6,000,000/4).
- d. Assume the standard requires 98% of out of service equipment restored to service within four (4) hours from notification.
- e. Assume that the contractor achieved a 100% four (4) hour on-call maintenance return to service response time.
- f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of on-call items restored to service within 4 hrs from notification}}{\text{Number of on-call maintenance requests}} = \text{Response Time}$$

- h. The total estimated credit for exceptional performance is:

Number of on-call maintenance requests: 100
 Number of on-call maintenance items restored to service within 4 hours: 100
 On-call maintenance restored to service within 4 hours: 100%
 Incentive based on +/- 1% variance
 Variance: 2%
 Total Performance Credit for the Quarterly Period: \$30,000 (\$1,500,000 times .02 variance)

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

- a) Act as the central point for receiving and providing hardware and software maintenance information.
- b) Describe the process used to ensure end-users know the procedures to obtain hardware maintenance services.
- c) Provide all known inventory data to allow for a thorough analysis of contract baseline equipment counts by location.
- d) Provide timely property tag coordination and approval to remove property or parts and material from site.
- e) Ensure the list of equipment covered for both preventive and remedial maintenance is included in the INS Property Management System inventory tracking system or the most comprehensive delivery system e.g., Asset Management Information System (AMIS), Intelligent Procurement System (IPRO) and/or the Information Technology Tracking System (ITTS).
- f) Provide WGSII timely access to the equipment maintained by the contract.
- g) Track all equipment maintained by separate agreements with the Original Equipment Manufacturer (OEM) or a 3rd party.
- h) Pay shipping charges to the Depot, exclusive of Laptops.
- i) Exclude International Data Products (IDP) Laptop Computer from the 5-day return-to-service provision.
- j) Authorize equipment not covered in FOS/HM Contract for repair.
- k) The Government will provide space at each location adequate to store spare parts and at each of the locations a secure office space. This office should be 10 x 10, with telephone access and LAN connection where WGSII has dedicated CREs. The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM.

WGSII

19

10/29/98

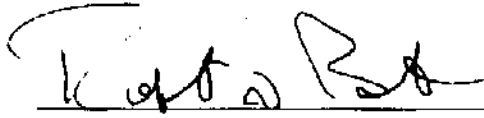
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- l) Remedy software licenses to support 6 fixed/floating users.
- m) INS will coordinate with WGSi to ensure connectivity of the DS1 telecommunications line between 425 I Street (INS) and WGSi facility in McLean, VA.
- n) Provide timely review and comments of inventory plans and deliverables.

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 45 calendar days after approval by both parties.
- c) The terms of this SLA are effective 11/1/98.

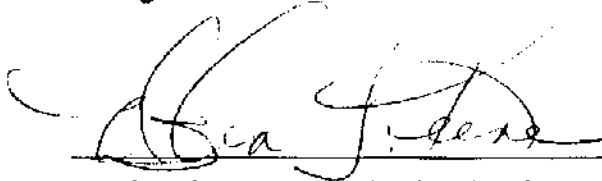
Service level and procedures herein have been agreed to by parties represented by the undersigned.



Immigration & Naturalization Service Contracting Officer



Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Representative



(b)(6)

Service Provider Representative Signature



Service Provider Contracts Representative Signature

Attachments:

- A: Equipment Maintained On "On-Call" Basis
- B: Equipment Maintained On "Per-Call" Basis
- C: Items Maintained Through Separate Agreement with OEM/3rd Party
- D: Equipment Not Covered by FOS/HM Contract

Attachment A: Equipment Maintained On "On-Call" Basis

Bar Code Readers and Scanners
Bar Code Printers
Dumb LAN Hub
Personal Computers - 486 SX/DX
Personal Computers - Pentium
Personal Computers - Macintosh
Personal Computers - Portable
Personal Computers - LAN Servers
Paper Handling Devices - Bursters/Decollaters
Plotters
Printers - Laser
Printers - Line
Printers - Letter Quality
Remote Communication Controllers Units
Scanners - Flatbed
Scanners - Handheld
Scanners - Fingerprint
Q-Matic CMIS-Number Boards
ETC Call Sequencer
IBM 3160 Printing System
Hand Geometry Scanner
IBM 3174 - 1R Multiplexor
IBM 3274 - 41C Controllers
Floppy Disk Drive - External
Hard Disk Drive - External
Hard Disk Drive Array - External
CD-ROM/WORM - Single External
CD-ROM/WORM - Multiple External
Tape Backup Unit - External
Sun Spare 2

Attachment B: Equipment Maintained On "Per-Call" Basis

Terminals

CNT Channel Extenders, Model 5320-PTP

3420 Tape Drive

3803 Tape Drive Controller

3480 - A22 Magnetic Tape Subsystem

3480 - B22 Magnetic Tape Unit

Pyramid Model XXX

HP-9000

Mini Computer - Sequent S30

Mini Computer - HP E Series

Mini Computer - Data General MV5500

Mini Computer - Data General MV5600

Mini Computer - IBM System 36

Mini Computer - HP K-200 Series

Xerox 4090X Printing System

**Attachment C: Items Maintained Through Separate Agreement
with OEM/3rd Party**

Mini Computer – Netframe 450

Mini Computer – Netframe 8500

Ask Immigration System with VCS3500T

Attachment D: Equipment Not Covered in FOS/HM Contract

Computer monitors over 17"

Computers with 386-class or lower-CPU's

Older Equipment e.g., dot-matrix printers

TASK ORDER TECHNICAL PROPOSAL

In Response to Contract COW-7-C-0013

for

Immigration and Naturalization Service

Task Order No. FOS99-007 dated September 8, 1998

Prepared for:

**Robert Beaty
Contracting Officer
Immigration and Naturalization Service
Headquarters Procurement
425 I Street, NW, Room 2102
Washington, DC 20530**

Prepared by:

**Wang Government Services, Inc.
7900 Westpark Drive
McLean, VA 22102-4299**

October 26, 1998(Amended October 29, 1998)

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TASK ORDER 7 - MAINTENANCE

CLIN	Maintenance Summary	Unit/Mos	# of mos	Cost	G&A	Total
	H/W Maintenance (see backup for CLIN detail)	\$	11			\$
	H/W Maintenance	\$	11			\$
Total H/W Maintenance Summary				\$		\$

CLIN	Labor Category	Hours	Rate		
1601	PPM Labor Rate	4,600		\$	
1602	OPPM Labor Rate	1,400		\$	
Total T&M Summary		6,000		\$	

CLIN	Labor Category	FTE's	Hours	Rate		
00-3102	Technical Manager	1	1727		\$	
Total Labor Summary		1			\$	

Labor Categories for Overtime	OT Hours	OT Rate			
00-3102 AA Technical Manager	86		\$		
Total Labor Summary for OT		86		\$	

Travel Summary	Cost	G&A		
4002 CONUS			\$	
Total Travel			\$	

Material Summary	Unit/Mos	# of Mos	Cost	G&A		
4001 Shipping					\$	
4001 Material		11.0			\$	
4001 NetFRAME Support		11.0			\$	
4001 Microlog Support		11.0			\$	
4001 DS1 (1.544 Kbps) (telephone lines)		11.0			\$	

Total Material Summary						
Total Task 7 Maintenance Summary		1	86	13,749,738	\$2,263	\$ 14,809,484

b4

CLIN	DESCRIPTION	CLIN QTY	PRICE	EXT PRICE	Agreed QTY	4 Hr Return to Service	Personal Computers	Others
1011	Bar Code Readers and Scanners	2,338	\$	\$				
1021	Bar Code Printers	314	\$	\$				\$
1061	Dumb LAN Hub	-	\$	\$				\$
1261	Personal Computers - 486 SX/OX	6,071	\$	\$				\$
1271	Personal Computers - Pentium	10,093	\$	\$				
1281	Personal Computers - Macintosh PC's	278	\$	\$				
1291	Personal Computers - Portable PC's	1,800	\$	\$				
1301	Personal Computers - LAN Servers	3,000	\$	\$				
1302	Personal Computers - LAN Servers OPPM	3,000	\$	\$				
1311	Paper Handling Devices-Busters/Decollaters	10	\$	\$				
1321	Plotters	20	\$	\$				\$
1351	Printers - Laser Printers	3,868	\$	\$				\$
1381	Printers - Line Printers	161	\$	\$				\$
1371	Printers - Letter Quality Printers	3,302	\$	\$				\$
1381	Remote Communication Controllers Units	277	\$	\$				\$
1401	Scanners - Flatbed Scanner	898	\$	\$				\$
1411	Scanners - Handheld Scanner	7	\$	\$				\$
1421	Scanners - Fingerprint Scanner	538	\$	\$				\$
1431	Q-Matic CMIS-Number Boards	7	\$	\$				\$
1441	ETC Call Sequencer	3	\$	\$				\$
1481	IBM 3160 Printing System	2	\$	\$				\$
1462	IBM 3180 Printing System OPPM	2	\$	\$				\$
1481	Hand Geometry Scanner	2	\$	\$				\$
1521	IBM 3174-1R Multiplexor	2	\$	\$				\$
1531	IBM 3274-41C Controllers	2	\$	\$				\$
1541	Floppy Disk Drive-External	29	\$	\$				\$
1551	Hard Disk Drive-External	54	\$	\$				\$
1561	Hard Disk Drive Array-External		\$	\$				\$
1571	CD-ROM / WORM - Single-External	283	\$	\$				\$
1581	CD-ROM / WORM - Multiple-External	47	\$	\$				\$
1591	Tape Backup Unit-External	241	\$	\$				\$
1811	Sun Sparc 2	1	\$	\$				\$
NOMAT	NO MATCH	369	\$	\$				\$
	Subtotal	36,868	\$	\$				
	Adjustment for no 4 hr return to service							
	Adjustment factor for PCs							
	Adjustment factor for all other equipment							
	Total Monthly Recurring Charge for Maintenance							\$ 1,118,110.30

(b)(4)

TASK ORDER 7 - INVENTORY

(b)(4)

CLIN	Labor Category	FTE's	Hours	Rate	Total
00-3102	Technical Manager	1	1,727		\$
00-3118	Senior Logistics Specialist	2	3,454		\$
00-3148	Senior Consultant Software Engineer	0.909	1,570		\$
00-3149	Software Engineer	1.818	3,140		\$
00-3119	Logistics Specialist	1.636	2,826		\$
01-3120	Logistics Technician/Inventory Specialist	1.636	2,826		\$
00-3129	Certified Network Engineer	1.636	2,826		\$
00-3105	DataBase Administrator	1.818	3,140		\$
01-3113	Computer Systems Technician	4.455	7,893		\$
	Sr. Computer Specialist	2.455	4,239		\$
	Mid-Level Computer Specialist	1.636	2,826		\$
00-3108	Systems Analyst	0.727	1,256		\$
Total Labor Summary		21.73	37,523		\$

Labor Categories for Overtime		OT Hours	OT Rate	Total
00-3102 AA	Technical Manager	86		\$
00-3118 AA	Senior Logistics Specialist	173		\$
00-3148 AA	Senior Consultant Software Engineer	79		\$
00-3149 AA	Software Engineer	157		\$
00-3119 AA	Logistics Specialist	141		\$
01-3120 AA	Logistics Technician/Inventory Specialist	141		\$
00-3129 AA	Certified Network Engineer	141		\$
00-3105 AA	DataBase Administrator	157		\$
01-3113 AA	Computer Systems Technician	385		\$
	Sr. Computer Specialist	212		\$
	Mid-Level Computer Specialist	141		\$
00-3108 AA	Systems Analyst	63		\$
Total Labor Summary for OT		1,878		\$

Travel Summary		Cost	G&A
4002	CONUS		
4002	Local Travel		
Total Travel			

Other Direct Costs		Cost	G&A
4000	Facility Space		
4000	Temporary Inventory Support		
4000	Equipment Rental		
Total Other Direct Costs Summary			

Material Summary		Cost	G&A
4001	Hardware/Software		
4001	Material (Softtech)		
Total Material Summary			

Total Task 7 Inventory Summary		22	39,399	2,028,500	101,977	\$ 3,970,885
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TASK ORDER 7 - INVENTORY STAFFING DETAIL

CLIN	Labor Category	FTE's	Start Date	End Date	
00-3102	Technical Manager	1	01-Nov-98	30-Sep-99	
00-3118	Senior Logistics Specialist	2	01-Nov-98	30-Sep-99	CAB Suppt (Lanny
			01-Nov-98	30-Sep-99	Team Lead for QA and excess
00-3148	Senior Consultant Software Engineer	2	01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
00-3149	Software Engineer	4	01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
			01-Nov-98	31-Mar-99	ITTS Development
00-3119	Logistics Specialist	2	01-Jan-99	30-Sep-99	QA Inventory Team
			01-Jan-99	30-Sep-99	Donation Program
01-3120	Logistics Technician/Inventory Speci	2	01-Jan-99	30-Sep-99	QA Inventory Team
			01-Jan-99	30-Sep-99	Donation Program
00-3129	Certified Network Engineer	2	01-Jan-99	30-Sep-99	Server Install
			01-Jan-99	30-Sep-99	Server Install
00-3105	DataBase Administrator	2	01-Nov-98	30-Sep-99	Training
			01-Nov-98	31-Mar-99	Server Install
01-3113	Computer Systems Technician	5	01-Nov-98	30-Sep-99	QA Inventory Team
			01-Nov-98	30-Sep-99	Donation Program
			01-Jan-99	30-Sep-99	Donation Program
			01-Jan-99	30-Sep-99	Forestville
			01-Jan-99	30-Sep-99	Forestville
00-3108	Systems Analyst	1	01-Feb-99	30-Sep-99	ITTS User Support
	Sr. Computer Specialist	2	01-Jan-99	30-Sep-99	Inventory Team
	Sr. Computer Specialist		01-Jan-99	30-Sep-99	Inventory Team
	Mid-Level Computer Specialist	2	01-Jan-99	30-Sep-99	Inventory Team
	Mid-Level Computer Specialist		01-Jan-99	30-Sep-99	Inventory Team

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

CONTRACT ID CODE PAGE 1 OF 2 PAGES

1. AMENDMENT/MODIFICATION NO. 000001		3. EFFECTIVE DATE 01/11/99	4. REQUISITION/PURCHASE REQ. NO. SID-9-00062	5. PROJECT NO. (if applicable)
8. ISSUED BY Immigration & Naturalization SVC Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		CODE HQPRO	7. ADMINISTERED BY (if other than Item 8) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	
			CODE HQPRO	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
			10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0088
			10B. DATED (SEE ITEM 13) 12/21/98
ATTN: 	(b)(6)		
CODE	FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)
1591220/91SD.321B.845.00 \$459,136.00 15X8598/91SD.321S.148.00 \$301,265.0 Increase \$760401.00

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

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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by LCF section headings, including solicitation/contract subject matter where feasible)
**This Modification Has Changed The Obligated Amount
 From \$3,612,485.00 To \$4,372,886.00
 For A Net Increase of \$760,401.00**

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY <i>Robert N. Beaty</i> (Signature of Contracting Officer)	1/12/99

Working Copy

CONTINUATION SHEET		REF. NO. OF DOC BEING CONT'D.			PAGE	OF
		COW-7-C-0013 COW-9-P-0088 000001			2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
2	D302 ADP SUPPORT SERVICES FOB: Destination	1	LO	\$760401.00	\$760401.00	

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4 66)
Sponsored by GSA
FAR (48 CFR) 53.110

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	3. SHIP TO:	
3. ORDER NO. COW-9-P-0088	4. REQUISITION/REFERENCE NO. SID-9-00027	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
7. TO: Attn: [Redacted]		c. CITY WASHINGTON D	d. STATE DC
		e. ZIP CODE 20536	
		f. SHIP VIA	

b. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC		8. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE		<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS SUITE 1105		Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.	
MCLEAN	a. STATE VA		
8. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.14S.00		10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION	

11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED
12. F.O.B. POINT Destination		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (date) 12/31/98
13. PLACE OF		18. DISCOUNT TERMS Net 30 Days	
a. INSPECTION Destination	b. ACCEPTANCE Destination		

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for Task 5, Field Operations Support, under contract COW-7-C-0013, for FY99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this task is \$25,874,909.02.</p> <p>D302</p> <p>ADP SUPPORT SERVICES</p>	1	LO	\$3612485.00	\$3612485.00	

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	\$0.00	17 (h) TOT. (Cont. pages)
21. MAIL INVOICE TO:					
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH				\$3612485.00	17 (i) GRAND TOTAL
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034					
c. City WASHINGTON		d. STATE DC	e. ZIP CODE 20536		

22. UNITED STATES OF AMERICA BY (Signature) 	23. NAME (Typed) Robert N. Beaty TITLE: CONTRACTING/ORDERING OFFICER
--	---

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), in on (or attached to) the order: "Payment is requested in the amount of \$ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed \$10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: inspected, accepted, received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	<small>PARTIAL</small>	<small>DATE RECEIVED</small>	<small>SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.</small>	<small>DATE</small>
	<small>FINAL</small>			
<small>TOTAL CONTAINERS</small>	<small>GROSS WEIGHT</small>	<small>RECEIVED AT</small>	<small>TITLE</small>	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

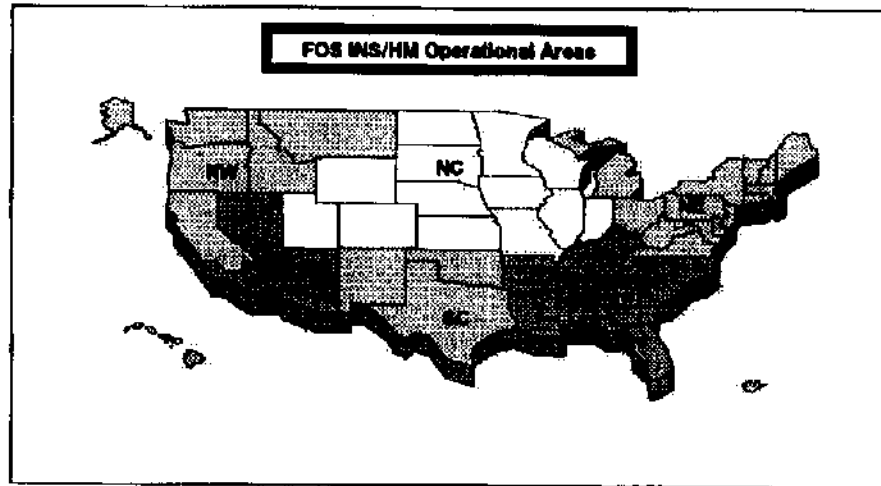
Task Order and Service Level Agreement 5 -- Field Operations Support**Part I. Task Order****Contract Number/Task Order Number: COW-7-C-0013/FOS99-005****Response Date: October 7, 1998 (Amended October 26, 1998)****3. Requirements****Task 1 - Information Technology Support Services for INS Field Offices**

Wang Government Services Incorporated (WGSI) will meet the requirements for field office support. The Field Operations Support (FOS) project manager who is part of Task Order 1 -- Program Management is the focal point for all FOS activities. The FOS Project Manager and his deputies are 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: WGSI understands that the Immigration and Naturalization Service (INS) uses a Theater Management concept to implement FOS. 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 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 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. 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 including:

- a contractor support workforce, particularly at the Service Centers, which requires support and is not included in the user side of the ratio
- a growing workforce, which requires more support and training than a stable workforce
- a geographically dispersed user community
- INS's current initiative on the deployment of basic office automation and INS developed applications.

Figure 1. FOS/HM Operational Areas

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 local area network (LAN) management, or any other type of support requested that would be handled on a regular basis. The second type of support is the handling of trouble calls for the field users. The INS Help Desk or the users calling the support staff directly without the benefit of the INS Help Desk initiating a trouble call could generate these calls. This support encompasses a wide range of services from printing problems, hardware maintenance, and supporting both commercial off-the-shelf (COTS) software and INS-specific applications. The third type of service required by the field could 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.

Organizational Structure: WGSJ will utilize an organizational structure that takes into account both the various types of service required under this task order and the theater management concept. The FOS Task Order 5 organization is shown in Figure 2.

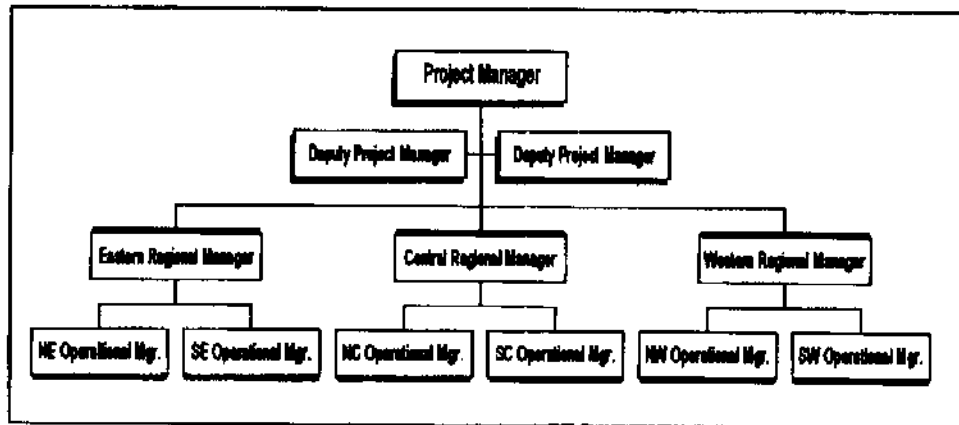


Figure 2. FOS Task Order 5 Organization

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 WGSJ and the INS program manager in the operations of this task. Two deputy project managers will assist the project manager with day-to-day operations.

Below the project manager, there will be three regional managers, who have responsibility for the FOS activities in their respective regions. Currently, WGSJ has staffed two regional managers. These regional managers are located in Laguna Niguel, California at the Western Regional Office, and El Paso, Texas at the District Office (DO) for the Central Region. WGSJ will staff a regional manager for the Eastern Region when a mutually agreed upon site is identified. While the Western Region's manager is located at the regional office, WGSJ feels the placement of the Central Regional manager at the El Paso DO places the responsibility at a critical site within the region. These regional managers are proposed as Technical Manager, Operations.

Each region is subsequently divided into two operational areas that have managers responsible for activities in those operational areas. The sites with operational managers are the Burlington Administrative Center (Northeast Operations), the Miami DO (Southeast Operations), the Nebraska Service Center (North Central Operations), the Dallas Administrative Center (South Central Operations), the Los Angeles DO (Northwest Operations) and the San Diego DO (Southwest Operations). Operational managers 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 proposed as Technical Manager, Operations.

Within each operational area, there will be TMs for specific sites that are of sufficient size or complexity to require dedicated management support. These sites will include the Washington, DC area, Chicago, and any other sites (i.e., Buffalo, Seattle, etc.) that the INS deems necessary. These TMs have the responsibility for managing site specific resources, ensuring that support requests are documented and tracked, and that the required reports are completed. The TMs work with the operational managers to provide the required support throughout the theaters.

Smaller sites have individuals designated as site leaders. Site leaders 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.

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 (QA) Manager are part of Task Order 1 – Program Management.

Staffing and Recruiting: The WGSF FOS project manager will work with the INS program management staff to define the support required to reach and maintain correct staffing levels. Once staffing levels and locations have been defined, WGSF will recruit using the Staffing Plan outlined in Task Order 1 – Program Management.

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

WGSF will provide an Individual Development Plan (IDP) for each employee that requires a waiver. This IDP will be included as part of the employee's Performance Management Plan (PMP). An employee PMP is part of WGSF'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.

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: Task Order 5 management will actively participate in the Quality Control (QC) Team. The QC Team (under Task Order 1 -- Program Management) will be formed to identify and recommend measures that 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 focus on deficiencies, recommendations, and suggested improvements obtained from customer surveys, field 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, the Project Manager and his deputies, 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. 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. WGSJ 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. WGSJ 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 WGSJ 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) In most cases, WGSJ will meet the governments stated requirements for documentation. The exception to this rule is COTS software applications and hardware documentation. Wang believes that, based on the fact that INS will procure these items, they should bear the responsibility to provide this documentation. Wang will assume the responsibility to maintain, store, and distribute this COTS documentation.

WGSJ 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 INS personnel, this documentation can be reproduced and distributed to the users. Site leads will also be responsible for receiving any bulletins, newsletters and other documentation from INS FOS/HM management 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) WGSJ respectfully submits that software development is not covered in the current contract, and therefore declines to support any such effort. However, WGSJ will meet the remaining 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 WGSJ'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 theater resources do not

meet specific needs, 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.

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

The period of performance for this task order is 1 November 1998 through 30 September 1999.

As required by INS, WGSi will provide on-call duty in accordance with Section G.7 of the contract.

5. **Place of Delivery or Performance**

WGSi expects the work to be performed at INS locations.

6. **Deliverables**

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

7. **Security Requirements**

WGSi will meet the governments stated security requirements.

8. **Other Direct Costs**

WGSi expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSi is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSi will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-005

2. **Introduction**

a. **Organizations Involved**

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

(a) **POC Names:** [REDACTED] Project Manager

(b)(6)

(b) **Location:** 800 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) **Telephone Numbers:** (703) 827-3096 [REDACTED]

(2) **End User Organization:**

(a) **POC Names:** Glenn Hall

(b) **Location:** 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001

(c) **Telephone Numbers:** (202) 616-7655

b. **Purpose:** The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSI as well as the expectations and obligations of the end-user organization.

3. **Responsibilities of Service Provider (WGSI)**

3.1 **WGSI agrees it will:**

- a) Maintain effective staffing levels for the Eastern, Central, and Western regions and their respective geographical theaters with FOS/HM personnel.
- b) Meet INS adjustments to FOS/HM staffing levels within 60 working days after receipt of written notification to adjust the staffing levels.

- c) Respond to field-site needs and priorities.
- d) Coordinate support activities with Theater Managers.
- e) Make arrangements with INS for facility access.
- f) Maintain an effective line of communication between the WANG Project Management Office staff in Washington DC, the WANG Field Representatives and the INS Theater Managers.
- g) Manage and administer WANG personnel matters such as time and attendance, personnel issues, vacations, and work assignments.
- h) Provide travel trip reports to INS Site Manager, as required and agreed-upon.
- i) Conduct periodic surveys with the Theater Managers to monitor customer satisfaction.

3.2 Performance Incentives

The table below provides the performance incentives for the Field Operations SLA.

FOS - Performance Incentives						
Element	Standard	Performance Requirement	Measurement Interval	Source	Performance Factor	Calculations
Employee Staffing	FOS on-site staffing maintained at <input type="text"/>	No deviation from the established standard	Quarterly	INSight, Manning Reports, Invoices	+/- 1% for staffing; +/- 1% variance; 3% of labor price as maximum incentive	Performance = Actual on-site employee staffing measured at the project level plus candidates submitted to INS for security clearance(s) for over 30 days.
Dependencies						
<ul style="list-style-type: none"> • • • • 						

(b)(4)

3.2.1 Contractor Payment

- a. Contractor Payment for performance of service that meets the standard, the contractor shall be paid the validated bill for the service.
- b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.
- c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.
- d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.
- e. The total amount of incentive or penalties shall not exceed 3% of the total invoice value for labor.

3.2.2 Example of Determination of Reduction

- a. Assume an annual task order value of \$9,000,000.
- b. Assume that the measurement is quarterly.
- c. Assume the amount placed at risk is \$2,250,000 (\$9,000,000/4).
- d. Assume the standard requires an 87% FOS on-site staffing level.
- e. Assume that the contractor achieved a 85%.
- f. Assume that the adjustment is equal to the percentage variance.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of FOS personnel on-site}}{\text{Number of FOS authorized positions}} = \text{FOS Staffing}$$

- h. Assume the total adjustment is capped at +/- 3%.
- i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$2,250,000
 Number of FOS authorized positions: 300

Number of personnel on-site and submitted for security clearance (over 30 days): 255
 FOS Staffing: 85%
 Adjustment is equal to the percentage variance
 Variance: 2%
 Total Reduction for the Quarterly Period: \$45,000 (\$2,250,000 times .02 variance)

3.2.3 Example of Determination of Performance Credit

- a. Assume an annual task order value of \$9,000,000.
- b. Assume that the measurement is quarterly.
- c. Assume the amount placed at risk is \$2,250,000 (\$9,000,000/4).
- d. Assume the standard requires an 87% FOS on-site staffing level.
- e. Assume that the contractor achieved a 89%.
- f. Assume that the adjustment is equal to the percentage variance.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of FOS personnel on-site}}{\text{Number of FOS authorized positions}} = \text{FOS Staffing}$$

- h. Assume the total adjustment is capped at +/- 3%.
- i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$2,250,000
 Number of FOS authorized positions: 300
 Number of personnel on-site and submitted for security clearance (over 30 days): 267
 FOS Staffing: 89%
 Adjustment is equal to the percentage variance
 Variance: 2%
 Total Performance Credit for the Quarterly Period: \$45,000 (\$2,250,000 times .02 variance)

4. Responsibilities of the End-User Organization

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

- a) Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, supplies, etc.
- b) Assess the operational requirements within the theater.

- c) Direct or re-direct information technology resources.
- d) Provide assistance outside the theater if directed by the Director of User Services.
- e) Establish task priorities.
- f) Provide technical oversight.
- g) Monitor WANG's performance.
- h) Provide oversight and management of the FOS support and resolve conflicts between Theater Managers and WGSIL (User Services Branch)
- i) Establish the staffing levels for INS Regions and Theaters to measure WGSIL's performance. The established staffing level for Task Order 5, Field Operations, is reflected in WGSIL's cost proposal dated October 7, 1998.
- j) Monitor performance based on established staffing levels. Provide 60 working days to WGSIL to meet the established performance measures. This 60 working day period shall start upon written notification to WGSIL of an INS adjustment to the required FOS/HM staffing level.

4. Conclusion

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

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

Richard B. St

Immigration & Naturalization Service Contracting Officer

William Fitt

Immigration & Naturalization Service COTR

Glenn Hare

Immigration & Naturalization Service End User Representative

[Redacted Signature]

Service Provider Representative Signature

(b)(6)

[Redacted Signature]

Service Provider Contract Representative Signature

Attachment(s):

INS FOS/HM Theaters by Region

INS FOS/HM Theaters by Region**Eastern Region**

Baltimore
Boston
Buffalo
Detroit
Florida
Georgia
Glynco
Maine
New Orleans
New York City
Ohio Area
Philadelphia
San Juan Area
Vermont
Vermont Service Area
Virginia

Central Region

Chicago
Del Rio
Denver
Grand Forks
Houston
Kansas/Missouri
Laredo
Montana
Nebraska Service Center
Northern Texas
San Antonio
South Texas
Texas Service Center
Twin Cities
West Texas

INS FOS/HM Theaters by Region (continued)

Western Region

Arizona
California Service Center
Los Angeles
Northern California
Pacific Northwest
Pacific Ocean
Portland, Oregon
San Diego

AMENDMENT OF SOLICITATION		MODIFICATION OF CONTRACT		RFI/ACTID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000001		EFFECTIVE DATE 01/12/99	4. REQUISITION/PURCHASE REQ. NO. SID-9-00067		5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div, 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536		CODE HQPRO
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299			TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.	
ATTN: (b)(6)				9B. DATED (SEE ITEM 11)	
CODE				10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0090	
FACILITY CODE				10B. DATED (SEE ITEM 13) 12/21/98	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)
1591220/91SD.321B.876.00\$100,000.00 15X8598/91SD.321S.68S.00 \$100,000.00 Increase \$200000.00

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

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

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

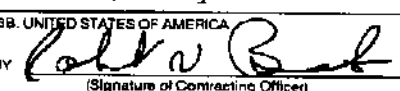
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

**This Modification Has Changed The Obligated Amount
From \$200,000.00 To \$400,000.00
For A Net Increase of \$200,000.00**

This Modification has changed the total amount from \$200,000.00 to \$400,000.00 for a Net Increase of \$200,000.00

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY 	12/21/98
		(Signature of Contracting Officer)	

CONTINUATION SHEET		REF. NO. OF DOC. IS CONTD.			PAGE	OF
		COW-7- J013 COW-9-P-0090 000001			2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
2	D30100 ADP FACILITY OPER & MAINT SERVICES FOB: Destination	1	LO	\$200000.00	\$200000.00	

NSN 7540-01-152-8067

Working Copy

OPTIONAL FORM 336 (4-80)
Sponsored by GSA
FAR (48 CFR) 53.110

ORDI OR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	8. SHIP TO:	
3. ORDER NO. COW-9-P-0090	4. REQUISITION/REFERENCE NO. SID-9-00014	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
7. TO: Attn: (b)(6)		c. CITY WASHINGTON D	e. ZIP CODE 20536
		d. STATE DC	f. SHIP VIA

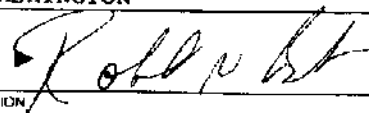
a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	8. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE	<input type="checkbox"/> a. PURCHASE REFERENCE YOUR _____	<input checked="" type="checkbox"/> b. DELIVERY <small>Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.</small>
c. STREET ADDRESS SUITE 1105	a. STATE VA	f. ZIP CODE 22102-4299
9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.68S.00	10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION	

11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED
12. F.O.B. POINT Destination	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/31/98	16. DISCOUNT TERMS Net 30 Days
13. PLACE OF			
a. INSPECTION Destination	b. ACCEPTANCE Destination		

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for task 4, Headquarters Operations Support, under contract COW-7-C-0013, for FY99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this task is \$1,535,260.16</p> <p>D302 ADP SUPPORT SERVICES</p>	1	LO	\$200000.00	\$200000.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17. (j) GRAND TOTAL
21. MAIL INVOICE TO:			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			\$0.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			align="right">\$200000.00
c. City WASHINGTON	d. STATE DC	e. ZIP CODE 20536	

22. UNITED STATES OF AMERICA BY (Signature) 	23. NAME (Typed) Robert N. Beaty TITLE: CONTRACTING/ORDERING OFFICER
---	---

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of \$ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed \$10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: inspected, accepted, received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

Table with columns: SHIPMENT NUMBER, PARTIAL/FINAL, DATE RECEIVED, SIGNATURE OF AUTHORIZED U.S. GOV'T. REP., DATE, TOTAL CONTAINERS, GROSS WEIGHT, RECEIVED AT, TITLE

REPORT OF REJECTIONS

Table with columns: ITEM NO., SUPPLIES OF SERVICES, UNIT, QUANTITY REJECTED, REASON FOR REJECTION

(b)(6)



29 October 1998
JOS/155/98

Robert N. Beaty
Contracting Officer
Immigration and Naturalization Service
425 I Street, N. W. Room 2102
Washington, D.C. 20536

Subject: Contract Number COW-7-C-0013, Task Order FOS99-004
Revised Proposal Submission

Reference: Statement of Work dated August 21, 1998

Dear Mr. Beaty:

Wang Government Services Inc. (Wang) is pleased to submit the enclosed revised Technical and Cost Proposals under the subject contract in response to the referenced Statement of Work for Headquarters' Automated Data Processing Operations. This proposal is offered on a Time and Material basis and will remain valid for 30 days.

This submission incorporates the agreements reached during negotiations. Wang looks forward to continuing our partnership with INS. If you require any additional information or have any questions, please feel free to contact [redacted] at 703/827-3474 or myself at 703/827-3318.

Sincerely,

[redacted]

Vice President Contracts

Encl. a/s

cc: G. Hall, INS
R. Murray, INS
B. Totten, INS
[redacted] Wang

TASK ORDER TECHNICAL PROPOSAL

In Response to Contract COW-7-C-0013

for

Immigration and Naturalization Service

Task Order No. FOS99-004 dated August 21, 1998 (Revised 9/3/98)

Prepared for:

**Robert Beaty
Contracting Officer
Immigration and Naturalization Service
Headquarters Procurement
425 I Street, NW, Room 2102
Washington, DC 20530**

Prepared by:

**Wang Government Services, Inc.
7900 Westpark Drive
McLean, VA 22102-4299**

October 7, 1998 (Amended October 29, 1998)

Restriction on Use or Disclosure Statement

This proposal or quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of, or in connection with, the submission on this data, the Government shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in sheets which have the restriction legend.

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 4 – Headquarters Operations****Contract Number/Task Order Number: COW-7-C-0013/FOS99-004****Date of Order: 8/21/98****Date of Response: 10/7/98 (Amended 10/29/98)****PART I. TASK ORDER**

Wang Government Services, Inc. (WGSI) agrees to meet the requirements stated in this task order. Staffing and management support will be provided to facilitate Information Technology operations at INS Headquarters. WGSI support is detailed in the following paragraphs.

3. Requirements and Deliverables**Task 1 – Information Technology (IT) Support Services for Headquarters Operations****Subtask 1-1 – Computer Operations Support.**

WGSI will provide Computer Operations Support in the Data Center at the Chester Arthur Building (CAB) on a 24 hours/day, 7 days/week basis, to include the following:

- Backup and archiving activities for the UNIX and Data General platforms
- Proactive supply management to insure the printing capability for 24 hours by 7 days requirement.
- Facility management of INS ADP data center. Insure all access to the ADP data center is in accordance with the INS security policy. Report any problems to the ADP branch manager and INS facilities security.
- Provide limited hardware recovery and coordination of problem escalation procedure.
- Monitor and control the output processing through use of the MVS system console.
- Manage events within the ADP data center through use of audit and tracking systems, e.g., Production Daily Report.
- Develop and monitor the supply inventory system.

- Develop assortment of reporting mechanism to insure the ADP branch is kept informed of all critical activities within the premise of ADP data center.
- Monitor and implement corrective action on the RAFACS' NetWare servers
- Perform limited hardware malfunction preventative procedures such as replacement of consumable parts for printers, vacuuming and cleaning of internal as well as external components of printers and limited reactive response to certain printer error codes.
- Provide recommendations on supply vendor issues such as the rebate program to generate credit on expended consumables.
- Provide technical input on various topics such as the UPS (Uninterrupted Power Supply) and ADP floor plan review to insure that all hardware requirements are satisfied in the floor design specification.
- Interface with the hardware vendors to monitor vendor's service level commitment and report any discrepancy to ADP Branch Manager.
- Generate periodic reports regarding performance of given hardware devices to determine the overall availability.

Subtask 1-2 – Production Control Support.

WGSJ will provide Production Control Support on a 24 hours/day, 7 days/week basis for INS application systems that are operational at the Justice Department Data Centers (JDCs) in Rockville, MD, and Dallas, TX, and at the Headquarters Operations Center. Support includes:

- Monitor and control all aspects of production batch and online environment through use of MVS/TSO facilities control.
- Provide applications system recovery and coordinate problem escalation procedure.
- Manage events within the production control environment through use of audit and tracking systems, e.g., Production Daily Report.
- Develop reporting mechanisms to insure the ADP Branch Manager is kept informed of all critical activities within the INS production control and its system environment.
- Monitor and implement corrective action on the RAFACS' NetWare servers.

- Control and implement corrective action for all applications systems under the control of CA Scheduler.
- Provide problem determination for batch jobs controlled by CA Scheduler that terminates abnormally.
- Provide on request and ad hoc job processing for the Database and Applications Programming Group.
- Restore data sets upon request.
- Provide problem resolution support to the INS Help Desk for mainframe related issues.
- Manage and coordinate production turnover for new applications systems through the INS SDLC Production Turnover Procedure.
- Coordinate all activities associated with system outages with JDC data centers, HQ Operations Center and Help Desk support organizations. Broadcast all outage notification to the end users via TeleView and Cmail. Provide central point of coordination for these activities.
- Provide technical input on the evaluation of automation products, including CA Unicenter, OPS MVS II and other software products, that facilitate efficient control of the Production Control Environment.

Subtask 1-3 – Magnetic Media Library Management and Control.

WGSJ will manage and control INS Magnetic Media Libraries located at the Headquarters Operations Center. Support tasks include:

- Initialize the cartridge tapes for use by users processing their batch run on the COW system.
- Setup cartridge tapes for delivery to FBI HQ via a courier.
- Monitor the Tape Management Subsystem (TMS) report once access to this subsystem is granted.

Subtask 1-4 – DASD Management and Control.

WGSJ will provide DASD Management and Control, to include:

- Manage data sets, develop naming conventions, and monitor data sets.
- Perform backups.
- Monitor DASD usage; provide input to ADP Branch Manager for billing purposes.

Subtask 1-5 – Capacity Planning.

WGSJ will provide Capacity Planning support including:

- Gather data using performance monitoring tools such as CA-MICS and other tools (e.g., SMF) that provide information about allocation and use of computing resources.
- Analyze data and develop workload projections. This data is submitted to the JDCs for projecting growth trends and future system usage.
- All information gathered and processed is incorporated into the JDCs Capacity Plan.

Subtask 1-6 – Contingency Planning.

WGSJ will update and maintain the INS ADP Contingency Plan through the following support activities:

- Review the current Contingency Plan and identify changes in the business environment that have occurred since the date of the plan.
- Facilitate the identification of changes to the business environment by developing a questionnaire to be provided to the INS systems managers, database administrators, and application programmers. This questionnaire will be developed and distributed as coordinated with and approved by the INS ADP Operations Branch manager.
- Perform a business impact analysis on the changed business environment.
- Develop detailed system recovery procedures based on the business impact analysis and the current computing system environment. The objective of the recovery procedures is to facilitate continuity of operations.
- Review and test the plan annually.

Subtask 1-7 – Documentation.

WGSJ will develop and maintain the following documentation:

- Existing and new procedure manuals and related documentation concerning functions performed and services provided under this Task Order.
- Change notices, system outage notices, and other written documentation as required to inform users about ADP operations and related support.
- SDLC documentation updates.

Subtask 1-8 – Technical Support.

WGSJ will work with INS ADP Operations Branch management to define and prioritize technical support projects. Some projects may require technical support not identified in the aforementioned subtasks of this Task Order, or may require a level of effort greater than that proposed to support the other subtasks. In these situations and at INS' request, WGSJ will submit separate proposals to the INS that address the identified technical support projects.

Subtask 1-9 – Systems Security Support.

WGSJ will provide computer security support for technical security systems including the following activities:

- Insure integrity of all data using INS-provided tools such as CA-Top Secret.
- Control passwords across multiple systems using the INS Password Issuance Control System (PICS).

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

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

The INS Task Manager and the WGSJ Technical Manager shall establish the work schedule no later than 30 days after the effective date of this task order.

As required by INS, WGSJ will provide on-call duty in accordance with Section G.7 of the contract.

5. Place of Delivery or Performance

The proposed personnel supporting Production Control and Computer Operations will be located in the Chester Arthur Building (CAB) at 425 I Street, NW, Washington D.C. All other proposed personnel will be located at 801 I Street, NW, Washington D.C.

6. Deliverables

WGSi will provide weekly and monthly task management status reports. These reports will address the status items identified in the Task Order.

Additional deliverables and work products shall be defined by the INS Task Manager and the WGSi Technical Manager no later than 30 days after the effective date of this task order.

WGSi will also provide ad hoc operational and administrative reports as requested by INS management. The staff proposed herein will support these reports. WGSi will notify INS if the requirements for ad hoc reports exceed the proposed level of effort.

7. Security Requirements

WGSi will meet the INS security requirements. With the consent of INS, certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSi and INS (COTR and Technical Point of Contact).

8. Other Direct Costs

WGSi expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section. WGSi will provide courier service, on a requested basis, to deliver outputs or other materials to designated locations.

WGSi is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSi will obtain written approval from the COTR for unusual ODC's such as training and conferences.

9. Proposed Staffing

To satisfy the requirements and to provide the deliverables identified above, WGSi proposes the following staff:

Management

- 1 Technical Manager
- 1 Systems Analyst (documentation and operations support)

Production Control / Computer Operations

- 1 Senior Systems Analyst
- 3 Systems Analysts (Full Time)

- 3 Systems Analyst (Part Time/On Call)
 7 Lead Computer Operators (Full Time)
 3 Lead Computer Operators (Part Time/On call)

Technical Support (all full time)

- 2 Systems Programmers (Magnetic Media and DASD)
 1 Senior Systems Analyst (Capacity planning)
 1 Systems Analyst (Contingency planning)
 2 Systems Analysts (Systems security)
 2 Lead Computer Operators (Systems security)
 1 Systems Programmer (UNIX)
 1 Database administrator (IDMS)

The staffing above totals 23 full time positions and 6 part time / on-call positions. The part time / on-call positions are utilized to cover weekend work as well as coverage in case of absences.

The proposed staffing results in the staffing level suggested by INS as depicted below.

INS RECOMMENDED STAFFING – Production Control & Operations

	<u>Lead Computer Operator</u>	<u>Systems Analyst</u>	<u>Senior Systems Analyst</u>
M – F day shift	3	1	1
M – F second shift	2	1	
M – F third shift	2	1	
S / S day shift (part time)	1	1	
S / S second shift (part time)	1	1	
S / S third shift (part time)	1	1	

TOTAL = 11 full time; 6 part time

PROPOSED STAFFING – Production Control & Operations

	<u>Lead Computer Operator</u>	<u>Systems Analyst</u>	<u>Senior Systems Analyst</u>
M – F day shift	3	1	1
M – F second shift	2	1	

M - F third shift	2	1
S / S day shift	1	1
S / S second shift	1	1
S / S third shift	1	1

TOTAL = 11 full time; 6 part time

PART II. SERVICE LEVEL AGREEMENT

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-004

2. Introduction

a. Organizations Involved

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

(a) **POC Names:**

(b)(6)

(b) **Location:** 801 I Street, NW
Washington, DC 20001

(c) **Telephone Numbers:** (202) 616-7655

(2) **End User Organization:**

(a) **POC Names:** Mr. Ray Murray

(b) **Location:** 801 I Street, NW
Washington, DC 20001

(c) **Telephone Numbers:** (202) 514-2086

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGS as well as the expectations and obligations of the end-user organization.

3. Responsibilities of Service Provider (WGS)

3.1 WGS agrees it will:

- a) Provide computer operations and production control support and staffing coverage 24 hours per day, 7 days per week.
- b) Operate and monitor the INS environment at the HQ Operations Center including MVS peripheral equipment, minicomputers (including UNIX-based systems), microcomputers, and Local Area Networks (LANs) as identified in Part I, Subtask 1-1 and Subtask 1-2, above.
- c) Perform printing services, backup and archiving procedures, disaster recovery, and prevention procedures.
- d) Provide, as a minimum, the following production control support: job scheduling, job submission, job recovery/restart, problem determination and user notification, input preparation, input/output control, output distribution, and file backup and recovery.

- e) Operate and maintain magnetic media libraries located at the HQ Operations Center and the JDC-D.
- f) Respond to user requests to manage data sets resident on INS tapes; operate and maintain an automated media library management system; and maintain and execute a magnetic media rehabilitation and disposal program.
- g) Manage and control Direct Access Storage Devices (DASD).
- h) Establish storage management procedures and rules, and use INS-provided automated storage management tools as identified in Part I, Subtask 1-3 and Subtask 1-4, above.
- i) Respond to user requests for disk storage space; maintain the integrity of INS data sets residing on DASD; maintain files and perform data base backup and recovery procedures; perform disaster/recovery support; and monitor DASD usage.
- j) Analyze plans, develop workload projections, and prepare an annual Capacity Planning Report.
- k) Update, administer, test, and maintain the INS ADP Contingency Plan.
- l) Develop new, and maintain existing procedure manuals and related documentation concerning functions performed and services provided under this Task Order. Develop change notices, system outage notices, and other written documentation as required to inform users about ADP operations and related support. Update INS SDLC documentation associated with the subtask activities identified in Part I, above.
- m) Provide technical assistance to support operating systems, DBMS, and commercial software applications in accordance with the activities identified in Part I, Subtask 1-8, above.
- n) Provide computer security support for INS-provided technical security administration tools such as CA Top Secret and IDMS IDD, and various access control services for user access to INS applications and databases.
- o) Provide a courier service, on request, to deliver outputs or other materials to designated locations.

3.2 Performance Incentives

The following table provides the performance incentives for the HQ Operations SLA:

(b)(4)

Headquarters Operations Performance Incentives						
Element	Requirement	Standard	Management Interval	Source	Performance Factor	Calculation
Production Control Support	See contract Section C.4.3	<input type="checkbox"/> of jobs completed within schedule	Quarterly	Exception Report	+/- 1% total monthly price for production control operations (labor only) as reflected in individual task order @ +/- 2% deviation. Maximum of +/- 3%	Performance = Record of actual jobs completed
Staffing of Technical Support	See contract Section E.4	<input type="checkbox"/> of the below designated positions filled and on-board	Quarterly	Staffing report	\$1000 +/- for each person to a maximum of \$2000 / month	Staffing = people on-board or in security > 30 days

3.2.1 Contractor Payment

- a. For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.
- b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.
- c. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.
- d. When the reason for a job failing to complete on schedule is due to circumstances or causes outside the control and responsibilities of WGSI, the job will be considered to have completed on schedule for purposes of calculating incentives under this service level agreement.
- e. For purposes of the staffing Performance Incentive, the following positions comprise the group to be measured:

Management

- 1 Technical Manager
- 1 Systems Analyst (documentation and operations support)

Technical Support

- 2 Systems Programmers (Magnetic Media and DASD)
- 1 Senior Systems Analyst (Capacity planning)
- 1 Systems Analyst (Contingency planning)
- 2 Systems Analysts (Systems security)
- 2 Lead Computer Operators (Systems security)
- 1 Systems Programmer (UNIX)
- 1 atabase administrator (IDMS)

3.2.2 Example of Determination of Reduction (Production Control Support)

- a. Assume an annual task order value of \$1,000,000.
- b. Assume the measurement is quarterly.
- c. Assume the amount placed at risk is \$250,000 (\$1,000,000/4).
- d. Assume the standard for Production Control is 100% of jobs completed within schedule.
- e. Assume that the contractor only achieved a 97% job completion rate within schedule.
- f. Assume + / - 2% deviation.
- g. Assume the incentive is based on - 1% of the monthly invoiced price.
- h. Assume the calculation is determined by:

$$\frac{\text{Number of production control jobs completed within schedule}}{\text{Number of production control jobs}} = \text{Completion Rate}$$

- i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$250,000
 Number of production control jobs: 300 (quarterly period)
 Number of production control jobs completed within schedule: 291
 Completion rate: 97%
 Incentive based on - 2% deviation
 Variance: 3%
 Total Reduction for the Quarterly Period: \$2,500 (\$250,000 times .01 variance)

3.2.3 Example of Determination of Reduction (Staffing)

- a. Assume the required level of staffing for the Management and Technical Support functions as detailed above (12 people).

- b. Assume the measurement is quarterly.
- c. Assume that the standard is 10 people on-board (or in security >30 days).
- d. Assume the number of people on-board is 8.
- e. Assume the level of 8 people was constant throughout the quarter.
- f. Assume the incentive is based on - \$1,000 per person monthly.
- g. Assume the calculation is determined by:

10 – the number of people on-board = variance

- h. The total reduction for unsatisfactory performance is:

Number required on-board: 30 (quarterly period = 10 x 3 months)

Number of people on board: 24 (quarterly period = 8 x 3 months)

Maximum reduction :\$6000 (Quarterly = \$2,000 x 3 months)

Variance: 6 people

Total Reduction for the Quarterly Period: \$6,000 (6 people X \$1,000; maximum 6)

3.2.4 Example of Determination of Performance Credit (Staffing)

- a. Assume the required level of staffing for the Management and Technical Support functions as detailed above (12 people).
- b. Assume the measurement is quarterly.
- c. Assume that the standard is 10 people on-board (or in security >30 days).
- d. Assume the number of people on-board is 12.
- e. Assume the level of 12 people was constant throughout the quarter.
- f. Assume the incentive is based on + \$1,000 per person monthly.
- g. Assume the calculation is determined by:

10 – the number of people on-board = variance

- h. The total reduction for unsatisfactory performance is:

Number required on-board: 30 (quarterly period = 10 x 3 months)

Number of people on board: 36 (quarterly period = 12 x 3 months)

Maximum Performance Credit: \$6000 (Quarterly = \$2,000 x 3 months)

Variance: 6 people

Total Performance Credit for the Quarterly Period: \$6,000 (6 people X \$1,000; maximum 6)

4. Responsibilities of the End-User Organization

- a) The end-user organization agrees it will provide: office space, office furniture, equipment, and supplies necessary to provide support services.
- b) Provide technical direction and guidance to the WGSJ Technical Manager.
- c) Facilitate communications between WGSJ and the Government.
- d) Monitor WGSJ performance.
- e) Provide performance feedback to INS/WGSJ management.

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 upon the effective date of this task order.

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

Robert Bond

Immigration & Naturalization Service Contracting Officer

William Tate

Immigration & Naturalization Service COTR

Ray Murray 11/2/98

Immigration & Naturalization Service End User Representative

[Redacted Signature]

Service Provider Representative Signature

(b)(6)

[Redacted Signature]

Service Provider Contracts Representative

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			TRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000001	3. EFFECTIVE DATE 01/12/99	4. REQUISITION/PURCHASE REQ. NO. SID-9-00065	5. PROJECT NO. (if applicable)	
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536		CODE HQPRO
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.	
ATTN: (b)(6)			9B. DATED (SEE ITEM 11)	
CODE		FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0095	
			10B. DATED (SEE ITEM 13) 12/22/98	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

15X8598/91SD.321S.08S.00

Increase \$180248.00

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

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

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

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

This Modification Has Changed The Obligated Amount
From \$360,495.00 To \$540,743.00
For A Net Increase of \$180,248.00

This Modification Has Changed The Total Amount
From \$360,495.00 To \$540,743.00
For A Net Increase of \$180,248.00

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY <i>Robert N. Beaty</i> (Signature of Contracting Officer)
	16C. DATE SIGNED 1/12/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30 105

STANDARD FORM 30 (REV. 4-83)
Prescribed by GSA, FAR (48 CFR) 53.243

Working Copy

CONTINUATION SHEET		REF. NO. OF DOC. BEING CONT'D.			PAGE	OF
		COW-7-C-0013 COW-9-P-0095 000001			2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
2	1895 SERVICE FOB: Destination	1	LO	\$180248.00	\$180248.00	

NSN 7540-01-152-8087

Working Copy

OPTIONAL FORM 336 (4-86)
Sponsored by GSA
FAR (48 CFR) 53.110

ORDER FOR SUPPLIES OR SERVICES


PAGE 1 OF 3 PAGES

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

1. DATE OF ORDER 10/01/98		2. CONTRACT NO. (if any) COW-7-C-0013		8. SHIP TO:	
3. ORDER NO. COW-9-P-0095		4. REQUISITION/REFERENCE NO. SID-9-00018		a. NAME OF CONSIGNEE See Schedule	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20535				b. STREET ADDRESS	
7. TO: Attn: [Redacted] (b)(6)				c. CITY	
				d. STATE	
				e. ZIP CODE	
				f. SHIP VIA	
a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC			8. TYPE OF ORDER		
b. COMPANY NAME 7900 WESTPARK DRIVE			<input type="checkbox"/> a. PURCHASE		
c. STREET ADDRESS SUITE 1105			<input checked="" type="checkbox"/> b. DELIVERY		
d. STATE VA			REFERENCE YOUR:		
e. ZIP CODE 22102-4299			Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.		
9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.08S.00			10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION		
11. BUSINESS CLASSIFICATION (Check appropriate box(es))					
<input type="checkbox"/> a. SMALL <input checked="" type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED					
12. F.O.B. POINT Destination		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/31/98	
13. PLACE OF				16. DISCOUNT TERMS Net 30 Days	
a. INSPECTION Destination		b. ACCEPTANCE Destination			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY OFFERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for Task 3, end User Computing, for contract COW-7-C-0013 for FY99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto</p> <p>The total estimated price for this order is: ^{FPB} \$4,265,194.16</p> <p>1895 SERVICE</p> <p>(continued)</p>	1	LO	\$360495.00	\$360495.00	
18. SHIPPING POINT 19. GROSS SHIPPING WEIGHT 20. INVOICE NO.						
21. MAIL INVOICE TO:						
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH						17. (h) TOT. (Cont. pages) \$0.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034						
c. City WASHINGTON						17. (i) GRAND TOTAL \$360495.00
d. STATE DC						
e. ZIP CODE 20536						

22. UNITED STATES OF AMERICA
BY (Signature) 

23. NAME (Typed)
Robert N. Beaty
TITLE, CONTRACTING/ORDERING OFFICER

CONTINUATION SHEET		REF. NO. OF DOC. BEING CONT'D. COW-7-C-0013 COW-9-P-0095		PAGE 3	OF 3
NAME OF OFFEROR OR CONTRACTOR WANG GOVERNMENT SERVICES, INC					
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	Ship To: IMMIGRATION & NATURALIZATION SVC RM S640 TECHWORLD 800 K STREET, N.W., WASHINGTON, D.C. 20036 ATTN: DARLENE SWANN				

NSN 7540 01-152-8067

Working Copy

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

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 3 – END USER COMPUTING (EUC)****Contract Number/Task Order Number: COW-7-C-0013/FOS99-003****Date of Order: 09/08/98****Date of Response: 10/7/98 (Amended October 29, 1998)****PART I. TASK ORDER****3. Requirements**

End User Computing (EUC) (Contract Section C.3) Wang Government Services, Inc. (WGS) agrees to meet all requirements stated in Contract Section C.3 and as specified in this task order. WGS will address all requirements outlined in INS' Task Order 3, except as noted, in the Task 3 and 15 proposals. This allows WGS to separately address how the INS EUC and FOS Headquarters requirements will be met.

The User Services Branch (Help Desk Support) and End User Computing Branch (EUC support) provides a centralized Help Desk that supports three levels of problem analysis and resolution throughout the INS. Once the Help Desk support determines that it is unable to resolve a trouble call and has opened the trouble ticket for tracing, the call is escalated to EUC support for resolution. EUC support may include either (a) offering solutions by telephone, in person, or (b) referring the problem to the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3rd Tier application specific problem resolution staff.

In addition, EUC is responsible for establishing policy, standards, and operating guidelines for the end-user technology environment and distributing them to government and contractor personnel throughout INS. End-user technology includes, but is not limited to the following: LANs, associated hardware and software, both on-site and distributed systems; supporting, servicing and administering the INS electronic mail system; evaluating and recommending workable solutions for infrastructure hardware and software; providing as-needed user maintenance (e.g., replacing printer toner cartridges) of IT equipment; and assisting in customizing commercial off-the-shelf (COTS) software within the constraints of licensing agreements.

The WGS technicians supporting Task 3 will work closely with the technicians providing support under Task 15, FOS Headquarters Support. Technicians assigned to both Tasks will work on joint teams and assignments may cross task lines. WGS will ensure that the integration of Tasks 3 and 15 is seamless to INS. The WGS Task 3 Project Manager has overall responsibility for managing both Tasks. The Task 3 Technical Manager has responsibility for managing functions directly related to

day-to-day EUC Headquarters support operations. The Technical Manager reports directly to the Project Manager.

WGSi will recommend proposed Team Leads to INS for review and approval. INS' failure to accept a candidate will be based on the individual's failure to meet the position qualifications. All individuals currently in a Team Lead position are not subject to this review process.

Specific requirements are:

- WGSi will respond to all Remedy tickets escalated from the Help Desk and will be responsible for all assigned tickets from receipt through closure. This includes resolution and documentation. This is in support of E-Mail and Tier II Support requests. Attachment 1 defines the software to be supported.
- WGSi will provide network analysis and engineering support including analyzing hardware and software new releases, upgrades and proposed products. Developing policy, procedures, recommendations and comprehensive documentation resulting from this analysis. Customizing COTS products within the constraints of licensing agreements; coordinating INS Headquarters licensed software; and conducting special studies, reviews, and software assessments of software planned for INS usage and data conversions (e.g., platform-to-platform). As directed, WGSi will duplicate and distribute INS licensed software. Inventory information will be provided to the designated INS staff responsible for updating the inventory management system.
- WGSi will provide Field Assistance Team support which encompasses as-needed on-site support to all INS offices to handle emergency and crisis situations and vacancies; network administration, problem resolution and user support; conduct site surveys and assist in site preparation for hardware and software installations; assist in equipment/software installations/de-installations (relocations); and prepare equipment for excess. WGSi will track hardware and software inventory information as it relates to specific Field Assistance Team assignments. Inventory information will be provided to designated INS staff responsible for updating the inventory management system. WGSi will provide integration services to the extent of ensuring installed software operates with the existing INS platform (e.g., other INS standard software packages already installed on the workstation).
- WGSi will manage any user request that involves five or more desktops as a project. Project management will include maintaining schedules, site surveys, user planning, post-change evaluation, inventory update information and change management review.

- WGSII will provide Agency-wide electronic mail administration and support (AWES) including analysis, development, implementation, national administration and support; bulletin board administration and management; mobile installation and support; HQ post office administration, support and maintenance; DOJ connectivity; Microsoft Outlook maintenance and administration; and travel AWES assistance team.
- WGSII will provide post-installation support including on-site support to INS offices after infrastructure deployment and for rapid hardware/software deployment efforts. This support will include analysis reporting; and post installation testing and acceptance support.
- WGSII will assist users via the telephone and at local user workstations. WGSII will provide courteous service and provide users with periodic updates.
- WGSII will manage and support the INS Operations Center. This support includes interacting and performing liaison with HQ and local Facilities Staff (government and contractor) in support of the Operations Center and local offices' MDF requirements to include interaction with program managers of operational and planned INS application systems. INS will provide equipment specifications that allow WGSII to determine environmental requirements.
- WGSII takes exception to the requirement that, "EUC support personnel will provide the maintenance for Remedy, the automated trouble ticketing and tracking system." Support for the Remedy system is provided under Task Order 8, Network Control Center.

PROPOSED STAFFING: 1 Project Manager, 1 Technical Manager, 2 Systems/Network Administrators, 2 Database Administrators, 1 ADP Hardware Engineer, 7 Senior Systems Analysts, 4 Systems Analysts, 4 Senior Computer Specialists, 2 Mid-level Computer Specialists, 1 Senior Logistics Specialist, 1 Technical Writer, 1 Secretary, 12 Certified Network Engineers, 2 Senior E-Mail Administrators and 3 E-Mail Administrators. Total of 44 positions. See Attachment 2.

STAFFING JUSTIFICATION: WGSi proposes:

1 **Project Manager** responsible for overall management of all EUC related Tasks (e.g., Tasks 3, 15 and 9). 1 **Technical Manager** responsible for day-to-day technical management of EUC Headquarters support operations. 1 **Senior Systems Analyst** to provide **Technical Management Support** for reporting, Problem and Change Management analysis and 1 **Technical Writer** to provide documentation and writing support and other various technical business related functions. 1 **Secretary** will provide support for this function. The **Project Manager** will also be responsible for project management and tracking.

2 **Certified Network Engineers**, 1 **Senior Systems Analysts**, and 1 **Senior Computer Specialist** are proposed to provide **Executive Support**.

2 **Certified Network Engineers**, 2 **Senior E-Mail Administrators**, 3 **E-Mail Administrators**, 1 **Senior Systems Analysts**, 1 **Systems Analyst**, 1 **Senior Computer Specialist** and 2 **Mid-Level Computer Specialists** to perform support for the **AWES Electronic Mail Administration**.

1 **Senior Logistics Specialist** to manage and support the **INS Operations Center**.

3 **Certified Network Engineers**, 2 **Database Administrators**, 1 **ADP Hardware Engineer**, 1 **Senior Systems Analyst**, 1 **Systems Analyst**, and 1 **Senior Computer Specialist** are proposed to staff the **Engineering Solutions and Analysis** team.

5 **Certified Network Engineers**, 2 **Systems/Network Administrators**, 3 **Senior Systems Analysts**, 2 **System Analysts**, and 1 **Senior Computer Specialist** will make up the **Field Assistance Team (FAT)** which has the primary responsibility of augmenting the field offices staff on an as needed basis. When not providing field support this team will provide local special project support. The **Field Assistance Team** may be augmented from other sources as necessary.

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

The period of performance for this task order is from November 1, 1998 through September 30, 1999.

On-site hours of support are 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays.

As required by INS, WGSi will provide on-call duty in accordance with Section G.7 of the contract.

5. **Place of Delivery or Performance**

WGSJ agrees to the places of performance stated below.

- CAB Building
- Tech World
- Other Field Sites (FAT, AWES and Tier II)

INS may identify additional sites. Any staffing and/or associated costs incurred will be negotiated as required.

6. **Deliverables**

WGSJ will provide the INS Weekly Status Report, Monthly Report and Quarterly Report as stated below. These reports will incorporate relevant information from Task 15, FOS Headquarters Support.

a. Weekly submissions. (Due the 2nd working day after the end of the weekly reporting period)

- Weekly Status Reports on each EUC area of responsibility. The Weekly Report will include information on accomplishments for the reporting week, plans for the following week and any issues. Information relating to Task 15 will be included in the Task 3 Weekly Report.
- Weekly Field Report that identifies new issues, follow-up steps, accomplishments, event information, change information, and inventory related subjects for each field assistance effort.
- Statistics regarding the number of Remedy tickets and EUC calls opened and closed within the reporting period, trouble tickets still open at the end of the period, tickets open for longer than one month with current status.
- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems.
- Problems hampering contractor performance of EUC operations with recommendations of any Government action required to resolve the problem.
- A continuous report of all hiring, firing, and other personnel changes, including notation of any vacancies in the established workforce level.
- Analyses, recommendations, and "white papers" as required, to support infrastructure decisions.
- Updates to network administration guidelines and procedures as required.

- b. 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. WGSJ will provide a listing of who is providing support until 8:00 p.m., as well as, who is assigned to carry the E-Mail Administration Duty Pager. This report will be delivered on the 15th of each month.
- c. Quarterly Summary of hardware and software products reviewed, as well as proposed products to be reviewed in the following quarter.
- d. Ad Hoc reports on request.

7. **Security Requirements**

WGSJ will meet the INS security requirements. WGSJ takes exception to the statement that "Resumes for all potential employees will be submitted to INS for final approval". Under the contract, only resumes for Key personnel must be submitted to INS for approval. Certain individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSJ and INS (COTR and Technical Point of Contact).

8. **Other Direct Costs**

WGSJ expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSJ is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSJ will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-003

2. Introduction

a. Organizations Involved

- (1) **Service Provider:** Wang Government Services, Inc. (WGS) (b)(6)
- (a) **POC Name:** [REDACTED] Project Manager, INS EUC
- (b) **Location:** Immigration and Naturalization Service
Chester Arthur Building
425 I Street, NW
5th Floor, Suite 5050
Washington, DC 20536
- (c) **Telephone Number:** (202)305-2377
Fax: (202)353-0256
- (2) **End User Organization:**
- (a) **POC Name:** Usha Keene, Director, EUCB
- (b) **Location:** 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001
- (c) **Telephone Number:** (202)514-7990

b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGS as well as the expectations and obligations of the end-user organization.

3. Responsibilities of Service Provider (Contractor)

3.1 *WGS agrees it will provide per direction of End User Computing Point of Contact or Designee:*

- a) Provide End User Computing (EUC) on-site support from 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays. Duty Pagers in support of the E-Mail Administration/Support (AWES) responsibilities will be rotated among team members on a 24x7, 365 days basis.

- b) Resolve calls escalated from the Help Desk and direct calls from receipt to closure of the trouble call.
- c) Provide Network Analysis and Engineering support.
- d) Analyze and make recommendations on COTS products.
- e) Support development of network administration policy, procedures and documentation.
- f) Provide COTS interface and customization services within the constraints of licensing agreements.
- g) Recommend software licenses for INS acquisitions.
- h) Provide electronic copies of every document developed (e.g., analyses, reports, and recommendations) and post electronic copies on the EUC server.
- i) Conduct special studies, reviews, and assessments of software planned for INS usage as well as data conversion.
- j) Provide on-site support and assistance, as needed to INS offices, emergency and crisis situations, fill critical vacancies, network administration, problem resolution, and user support.
- k) Conduct site surveys per INS POC identified processes and procedures, oversee and assist site preparations for hardware and software installations.
- l) Support equipment and software installations and de-installations.
- m) WGSII will provide integration services to the extent of ensuring installed software operates with the existing INS platforms (e.g., other INS standard software packages already installed on the workstation).
- n) Track hardware and software inventory information as it relates to specific Field Assistance Team assignments. Inventory information will be provided to designated INS staff responsible for updating the inventory management system.
- o) As directed, WGSII will duplicate and distribute INS licensed software. Inventory information will be provided to the designated INS staff responsible for updating the inventory management system.
- p) Provide Agency-wide Electronic Mail Administration and Support (AWES).

- q) Provide post installation support including on-site support to INS offices following deployment of the infrastructure and in instances of rapid hardware and software deployment efforts.
- r) Provide documented analysis reporting and post installation testing and acceptance support.
- s) Provide consolidated network administration management and support to the INS.
- t) Manage and support the INS Operations Center.
- u) Submit proposed administrative, management, and installation integration procedures for INS point of contact approval prior to implementation.
- v) Interact via INS POC or local designee with HQ and local Facilities Staff (government and contractor) in support of the Operations Center and the local offices' MDF requirements to include interaction with program managers of operational and planned INS application systems.
- w) Assign a level of criticality to system failures and disseminate a service request classification table with time escalation to all end users. The guideline for determining the level of criticality is depicted in the following table. Time frames for each classification code start when the ticket is opened. The EUC Triage unit will call back the user within 1 hour from receipt of the call in the EUC.

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Examples	Technician Contact	Maximum Resolution Time	Escalation Procedures
1	Urgent	Major system or network out of service, mission critical system not available or slow to respond	<ul style="list-style-type: none"> • Server Outage • Major loss of mission critical service(s) 			Requires immediate notification escalation. A "Red Alert" condition requiring continuous focus of management and support team until resolved or reclassified to Classification Code 2. Help Desk will notify (no voice mail or E-mail) the EUC Team Leader or Technical Manager.
2	Urgent	Tickets pertaining to "Hot List" users	<ul style="list-style-type: none"> • Default classification for "Hot List" users • Tickets pertaining to members of the Executive Staff 			Help Desk will notify (no voice or E-mail) the EUC Team Leader or Technical Manager about tickets pertaining to "Hot List" users.
3	High	User or group of users out of service (mission-critical systems not affected)	<ul style="list-style-type: none"> • Major loss of service affecting multiple individuals or organizations. • Application and system access problems (login issues) • Single workstation outage • Virus Identification and Eradication 			Problem resolution follows normal defined process for high priority problems.

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

(b)(4)

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on DNS Users	Example(s)	Technician Contact	Maximum Resolution Time	Escalation Procedures
4	Medium	User or group of users able to process non-critical applications but at a significant inconvenience	<ul style="list-style-type: none"> Printing problems impacting multiple users E-mail access issues 	[Redacted]	[Redacted]	
5	Low	User can continue to process with reasonable work-around constraints	<ul style="list-style-type: none"> Capability within a system or application is not working properly Create a new account Request to change account Workaround is available (e.g., user's default printer is down but an alternative printer is available) Hardware upgrades to functioning workstation (e.g., memory or software) 	[Redacted]	[Redacted]	

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on JNS Users	Example(s)	Technician Count	Maximum Resolution Time	Escalation Procedures
6	Low	Problem does not affect processing	<ul style="list-style-type: none"> Questions about standard applications (e.g., MS Office suite, cc:Mail, Word Perfect) Password resets Assistance stepping through a procedure Request for general IT information (e.g., memory upgrades, Internet access) Resolution can be handled by Help Desk 			<p>Help Desk will handle majority of Classification Code 5 tickets.</p> <p>Help Desk staff will escalate password reset tickets to EUC Desktop Support for servers they cannot access.</p>
7	Low	Project involving 5 or more users and exception problems	<ul style="list-style-type: none"> A problem for which a technical fix is pending or a request for service not related to a problem An effort for which a project plan needs to be developed A move/add/change affecting 5 or more users (e.g., software installations) 			<p>Open tickets may be reclassified to Classification Code 6 if they are associated with a pending technical fix (i.e., parent-child relationship in Remedy). All such reclassifications require the approval of the appropriate Team Leader or the EUC Technical Manager</p>

NOTE: All times used in the above table are measured from the receipt of the call at the central Help Desk

- x) Determine the nature of the problem and escalate problems beyond the EUC capabilities to third-tier technical support located in the Data Systems Division (DSD). The guidelines for problems that need to be escalated are depicted in the following table.

Customer Escalation Levels for Critical and High Escalation Levels		
Escalation Level	Problem Time	To Whom
1		EUCB Team Leader WGSJ Technical Manager
2		End User Organization Manager WGSJ Deputy Program Manager
3		WGSJ Program Manager

- y) Provide courteous service.
- z) Resolve of EUC calls (Classification Codes 1-6) and close trouble tickets within 1 business day.
- aa) Provide users with periodic updates.
- bb) Perform periodic surveys to monitor customer satisfaction and provide copies to the End User Organization Manager.
- cc) Maintain statistics regarding the number of Remedy tickets and EUC calls opened and closed on a weekly basis. Identify trouble tickets still open at the end of the reporting period and trouble tickets open longer than one month.
- dd) Maintain and service Microsoft Outlook.

3.2 Performance Incentives

The table below provides the joint performance incentives for the End User Computing (EUC) and FOS Headquarters (Task 15) Support Service Level Agreement.

End User Computing (EUC) Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
Time to resolve and close EUC ticket.	Time to resolve all calls received at the EUC, less exceptions noted in the SOW or SLA.	80% of calls within Classification codes 1-6 are resolved within 1 business day.	Quarterly	Call activity logs, trouble tracking system	+/- 1% total quarterly labor price for EUC operation (Tasks 99-003 and 99-015) @ +/- 1% variance.	Performance = Actual time to resolve.

3.2.1 SLA Exceptions

Some tickets cannot be resolved within one Business Day due to circumstances outside the control of WGSJ. These tickets will be considered "Excused Tickets" and will be removed from the SLA ticket count. Upon request, a listing of "Excused Tickets" can be provided to the contracting officer. The following are examples of Excused Tickets:

- a. An EUC Technician is unable to reach the user requesting service within 1 business day. The EUC Technician must make several attempts (e.g., phone, site visit, E-mail) to reach the user and these attempts must be documented in the Remedy ticket.
- b. The EUC is able to reach the user; however, service is delayed at the user's request beyond the 1 business day requirement. The EUC must make every attempt to provide service as soon as the user is available.
- c. A 2nd Tier service request where the problem resolution must be shipped on diskette or CDROM. It is the policy of the EUC to leave these tickets open until the software is received and installed to ensure problem resolution.
- d. A situation where the EUC took all necessary steps within their immediate control to resolve the ticket within one business day; however, action is required by an outside group (e.g., NCC, NDS or cabling) to resolve the ticket.

The total amount of incentive or penalties shall not exceed 3% of the total invoice value for labor.

3.2.2 Contractor Payment

- a. For performance of service that meets the standard, the contractor shall be paid the validated bill for the service.
- b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.
- c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.
- d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.

3.2.3 Example of Determination of Reduction

- a. Assume an annual task order value of \$2,000,000.
- b. Assume the measurement period is quarterly.
- c. Assume the amount placed at risk is \$500,000 (\$2,000,000/4).
- d. Assume the standard for time to resolve an EUC call and close the trouble ticket is 80% of all calls are resolved within 1 business day.
- e. Assume that the contractor only achieved a 75% call resolution rate within 1 business day.
- f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of calls resolved within 1 business day during the reporting period}}{\text{Number of calls received during the reporting period}} = \text{resolution rate}$$

- h. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$500,000
 Number of calls received: 22,500 (250 per day times 90 days)
 Number of calls resolved within 1 business day: 16,875
 Resolution rate: 75%
 Incentive based on +/- 1% variance
 Variance: -5%
 Total Reduction for the Quarterly Period: **\$25,000** (\$500,000 times .05 variance)

3.2.4 Example of Determination of Performance Credit

- a. Assume an annual task order value of \$2,000,000.
- b. Assume the measurement period is quarterly.
- c. Assume the amount placed at risk is \$500,000 (\$2,000,000/4)
- d. Assume the standard for time to resolve an EUC call and close the trouble ticket is 80% of all calls are resolved within 1 business day.
- e. Assume that the contractor achieved an 82% call resolution rate within 1 business day.
- f. Assume the incentive is based on +/- 1% of the monthly invoiced price.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of calls resolved within 1 business day during the reporting period}}{\text{Number of calls received during the reporting period}} = \text{resolution rate}$$

- h. The total estimated credit for exceptional performance is:

Total task order value: \$2,000,000
 Number of calls received: 22,500 (250 per day times 90 days)
 Number of calls resolved within 1 business day: 18,450
 Resolution rate: 82%
 Incentive based on +/- 1% variance
 Variance: +2%
 Total Performance Credit for the Quarterly Period: **\$10,000** (\$500,000 times .02 variance)

4. Responsibilities of the End-User Organization

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 computer (PCs), copiers, etc.
- c) Establish policy, standards, and operating guidelines for the end-user technology environment, including LANs, associated hardware and software, and both on-site and distributed systems.
- d) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.
- e) Describe the minimum information required to identify the end-user (i.e., name, location, telephone number, equipment, user identification, e-mail address, etc.)
- f) Report all faults noticed by customers via the Help Desk.

- g) Provide WGSJ with a description of the problem and potential mission impact.
- h) Provide a LAB facility containing equipment mutually agreed upon by the parties (equipment requested outlined in Attachment 4) for use by the Engineering Solutions and Analysis Team.
- i) INS will ensure they obtain proper software licenses.

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 semiannually.
- b. Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 60 calendar days after approval by both parties.
- c. The terms of this SLA are effective November 1, 1998.

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

Kobov Best

Immigration & Naturalization Service Contracting Officer

Willie Tate

Immigration & Naturalization Service COTR

John J. Ford

Immigration & Naturalization Service End User Computer Branch

[Redacted Signature]

Service Provider Representative Signature

(b)(6)

[Redacted Signature]

Service Provider Contracts Representative Signature

Attachments:

- Attachment 1 - Current Applications Supported by EUC
- Attachment 2 - Proposed Minimum Staffing Table
- Attachment 3 - Engineering Solutions Lab Equipment

Attachment 1 – Current Applications Supported by EUC

1. A2B
2. EICON ACCESS for Windows
3. ARCSERVE
4. cc:Mail 6/8
5. cc:Mobile
6. COHO/Resumix
7. DOJ Internet
8. DOS 6.2
9. Erols (all versions)
10. INSERTS
11. Internet Explorer (all versions)
12. McAfee (Windows 3.1 and Windows 95)
13. MS Exchange/Outlook
14. MS Office 4.31/95/97
15. MsProject
16. Netscape (all versions)
17. PCANYWHERE
18. PCPlus
19. REMEDY
20. SIMPC
21. TCP/IP
22. Travel Manager
23. Westlaw
24. WIN2NCS
25. Windows 3.1
26. Windows 95/98/NT
27. WP5.1
28. WP6.0
29. WP6.1

*As the number of applications increases, it may become necessary to reevaluate staffing levels.

Attachment 2 - Proposed Minimum Staffing Table

(Based on User Requirements, Servers and Applications currently supported)

Group Name (resources)	LOE Estimated No.	Group Work Definition
EUC Management Staff	Project Manager (1)	Responsible for overall management of tasks relating to the EUC (e.g., Tasks 3, 9 and 15). Primary focus is to create a seamless/integrated technical support environment for WGSJ technicians and INS.
	Technical Manager (1)	Technical management of day-to-day EUC Headquarters support operations. Primary focus is on Desktop and LAN/Server support for Headquarters. The Technical Manager reports directly to the EUC Project Manager.
Technical Management Support	Senior Systems Analyst (1)	Direct report to the PM. Responsible for development and documentation of processes and procedures, SLA's etc. Fills in for TM when necessary. Responsible for Problem Management Analysis for EUC services.
	Technical Writer (1)	Supports EUC management by creating formal documents and contractually required deliverables.
	Secretary (1)	Supports all administrative functions of the PMO.
Executive Support	CNE (2) Senior Systems Analyst (1) Senior Computer Specialist (1)	Senior level technicians who provide 2 nd Tier support to Headquarters and FOS ADP personnel. Incorporated into the FOS Headquarters Desktop and LAN/Server Administration Teams.
INS HQ SID Operations	Senior Logistics Specialist (1)	Manages and supports the INS Operations Center. Responsible for planning facilities and logistic requirements, site surveys and equipment installation for the controlled facilities which house INS servers, telecommunications and mainframe equipment. Plans and coordinates with the Project Management team, INS Facilities Staff (Electrical, Engineers, Cabling).

Group Name (resources)	LOE Estimated No.	Group Work Definition
Electronic Mail Administration and Agency Wide Support (AWES)	CNE (2)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level certified engineer who manages, administers, installs, moves and supports all of the E-Mail LAN equipment.
	Senior E-Mail Administrator (2)	Senior Level administrators to perform analysis, development, implementation, and national administration and support. Responsible for managing DOJ connectivity (with local, state and federal agencies outside DOJ). May be required to travel to client sites. Responds to Remedy Tickets.
	E-Mail Administrator (3)	Performs agency wide support, upgrades and troubleshooting of E-Mail systems and servers. May be required to travel to client sites. Performs bulletin board administration and responds to Remedy Tickets.
	Senior Computer Specialist (1) Senior Systems Analyst (1)	Provides senior level user support and trouble shooting of mail system issues. Responds to Remedy tickets.
	Systems Analyst (1)	Performs user support and troubleshooting of mail system issues. Works closely with Senior Computer Specialist/Senior Systems Analyst. Responds to Remedy Tickets and performs Mobile installs and support.
	Mid-Level Computer Specialist (2)	Provides mid-level user support and trouble shooting for mail systems. Responds to Remedy tickets and performs Mobile installs and support.

Group Name (resources)	LOE Estimated No.	Group Work Definition
Engineering Solutions and Analysis	CNE (3)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level certified engineers with knowledge of current INS systems whose primary responsibility is to develop working solutions using emerging technologies. Responsible for testing both COTs and INS developed applications prior to roll-out. Provides recommendation documents to INS to prevent or correct chronic system problems.
	Senior Systems Analyst (1) Senior Computer Specialist (1)	Responsible for researching and troubleshooting Network engineering solutions and providing recommendation documents. Provides guidance to Systems Analyst.
	Systems Analyst (1)	Responsible for researching, troubleshooting and testing applications and providing recommendation documents.
	ADP Hardware Engineer (1)	Responsible for researching, troubleshooting and testing applications and providing recommendation documents.
	Database Administrator (2)	DBA to support applications development and central data repositories.
Field Assistance Team	CNE (5) Systems/Network Administrator (2) Senior Systems Analyst (3) Systems Analyst (2) Senior Computer Specialist (1)	The Field Assistance Team's primary responsibility is to provide temporary support to the field on an as needed basis. When not in the field, they supplement the EUC staff in performing special projects and responding to Remedy Tickets.

Attachment 3 – Engineering Solutions Lab Equipment

CLIN	Description	Quantity	Usage
1000	Basic Workstation	3	
1000A	RAM upgrade 32 to 64	3	
1000J	Substitute 17" Monitor	3	
1008	Dell Server #2	1	NDS Server
1008B	RAM upgrade 64 to 128	1	
1009	HP Server #2	1	NT Server
1009A	Upgrade to dual 266 Processors	1	
1009B	RAM upgrade 64 to 128	1	
1019	Compaq Armada 1592DMT	1	Laptop
1019A	RAM upgrade 32 to 64	1	
1019C	Carrying Case	1	
1019D	LI-ION Battery	1	
1019E	Battery Changer	1	
1019F	Docking Station	1	
1020	Toshiba 490CDT	1	Laptop
1020C	RAM upgrade 32 to 64	1	
1020D	Carrying Case	1	
1020E	LI-ION Battery	1	
1020F	Battery Changer	1	
1020G	Port Replicator	1	
1025	HP 1600CM	1	Color Printer
1025A	RAM upgrade 6MB to 10 MB	1	
	HP 5M	1	Printer
1029	Hayes Modem	2	Dial-In/Dial-Out
1030	CD Tower 7 Bay	1	CD-Tower
1032A	CD NET PLUS Software	1	
1033	Monitor, Keyboard	1	

CLIN	Description	Quantity	Usage
1036	Digi Board 4Port	1	Netware Connect
1041	Microsoft Project98	2	Software
	Baystack 2803	2	
	24 Port Patch Panel	1	
	Cisco 2500	1	
	UPS	3	
	6' Rack	2	
	Analog lines	2	Netware Connect and RAS
	110 Power	4	
	Windows 98	2	Software
	Windows NT 4.0 Server	2	Software
	Windows CE	2	Software
	MS FrontPage 98	5	Software
	Adobe PageMill	5	Software
	3Com Palm Pilot	2	
	HP Palmtop	2	
	Olympus D-340L Digital Camera with 8Mb memory card	2	
	CDRs (Recordable)	100	
	CDRWs (Rewritable)	50	
	CD Writer (4x writer, 6x reader)	1	
	Dupe-It! \$1400 4x writer, 6x reader Corporate Systems Center CD Santa Clara, CA 408-588-1110	1	For mass production. (ManageWise CD, Y2K Patches CD)

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

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

1. DATE OF ORDER 12/21/98	2. CONTRACT NO. (if any) COW-7-C-0013	6. SHIP TO:		
3. ORDER NO. COW-9-P-0081	4. REQUISITION/REFERENCE NO. SID-9-00028	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE		
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW		
		c. CITY WASHINGTON D	d. STATE DC	e. ZIP CODE 20536
7. TO: Attn: [Redacted]		f. SHIP VIA (b)(6)		

8. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC		9. TYPE OF ORDER		
b. COMPANY NAME 7900 WESTPARK DRIVE		<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY		
c. STREET ADDRESS SUITE 1105		Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.		
e. STATE VA		f. ZIP CODE 22102-4299		
9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.14S.00		10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION		

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

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	Tax ID Number: 411571110 This order is for Task Number 1, Program Management, For contract COW-7-C-0013. The task is described and the pricing for it is contained in attachment 1 hereto. The total estimated price for this task for FY99 is \$3,258,805.65 Task 1, Program Management	1	LO	\$47641.00	\$47641.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOT. (Cont. pages) \$0.00
21. MAIL INVOICE TO:			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			17. (j). GRAND TOTAL \$47641.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			
c. City WASHINGTON	d. STATE DC	e. ZIP CODE 20536	
22. UNITED STATES OF AMERICA BY (Signature) <i>Robert N. Beaty</i>		23. NAME (Typed) Robert N. Beaty	TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION Previous edition not usable

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of \$ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed \$10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: Inspected, accepted, received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	<small>PARTIAL FINAL</small>	DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOV'T. REP.	DATE
TOTAL CONTAINERS	GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

Task Order 1 – Project Management

Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS99-001

Date of the Order: 8/21/98

I. 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 (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 contract's base year ratio of "Users to Support Personnel" for FOS/HM was 1:100 using 26,000 as the estimated total number of INS personnel to calculate the support ratio. For Option Year One, INS intends to manage FOS/HM personnel to budget and plans to use a "Users to Support Personnel" ratio of 1:100 based on an INS population of 31,000. FOS/HM theaters are assigned to one of three regional areas. Figure 1-1 shows the current 43 FOS/HM theaters by regional areas. Attachment A lists the theaters within each region. The actual configuration of these theaters/sites may change in response to events or in response to recommendations made by the Contractor and accepted by the Government.

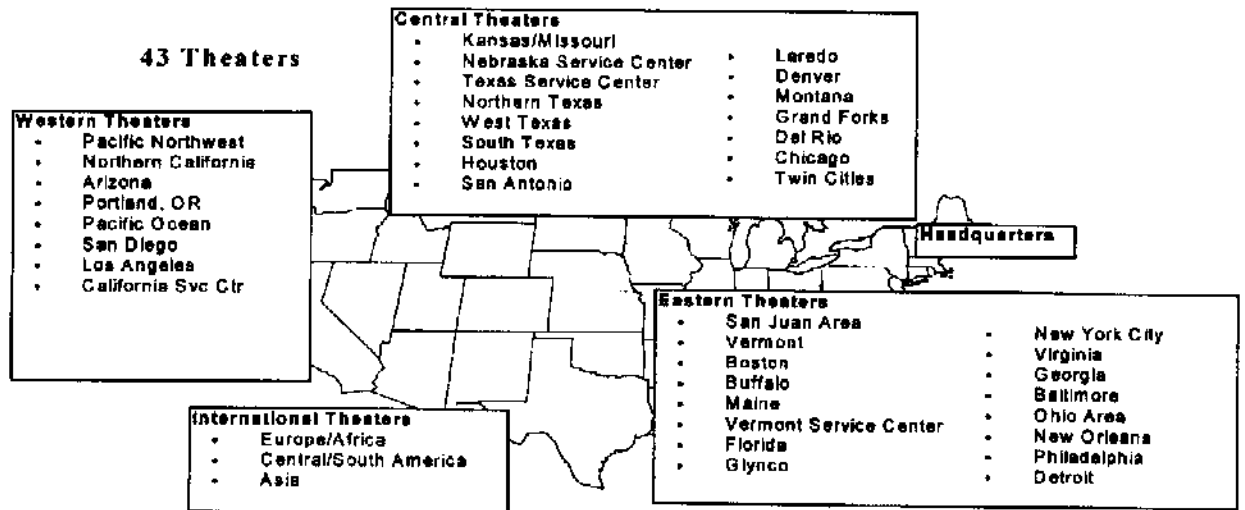


Figure 1-1: FOS/HM Theaters

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) and Inventory. The Contractor shall also provide Technical Managers, as required, to support the various task orders relating to FOS/HM.

The Contractor shall update the 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 tasks orders for Help Desk, End User Computing Support and Assistance, Headquarters Operations, Field Operations, Inventory, Maintenance, Network Control Center (NCC) management, Intelligence Tracking, Western Identification Network (WIN) Automated Fingerprint Identification System (AFIS), and National Firearms Unit, the day-by-day operations of these tasks requires continual, seamless communication and information-sharing among the staffs working on these task orders. The updated Program Management Plan shall describe how the 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 shall provide an updated Quality Control (QC) Plan, Maintenance Plan, Contingency Plan, and Personnel and Staffing Plan. The Contractor shall submit monthly management reports, including progress, status, and financial reports, and participate in management reviews as required by individual task orders.

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

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

Subtask 1-4 – Web Page and Web-Site Development. The Contractor shall design and implement the layout and navigation of SID's intranet Web Page and Web-Site. The Contractor shall be responsible for updating web-page content with HTML and other web technology as needed.

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

The period of performance for this Task Order is 1 October 1998 through 30 September 1999.

include:

- The identity of designated Theater Managers

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 the 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

The following deliverables are required with issuance of this Task Order.

- a. Project Management Plan – FY 99 (15 calendar days of an event necessitating update).
- b. Quality Control Plan – FY 99 (15 calendar days of an event necessitating update)
- c. Maintenance Plan – FY 99 (15 calendar days of an event necessitating update)
- d. Contingency Plan – FY 99 (15 calendar days of an event necessitating update)
- e. Personnel and Staffing Plan – FY 99 (15 calendar days of an event necessitating update)
- f. Management Reports (Monthly)
- g. Field Informational Packages (15 calendar days after Government Request) that include:
 - The identity of designated Theater Managers
 - A description of the Theater Managers role and responsibilities
 - The levels of expectation
 - The Theater Strategy
 - The strategy to maintain personal skills in the WANG workforce
 - Identification of sites within each Theater
 - The WANG management site visitation schedule
 - Personnel Redeployment Strategy
- h. Service Incident Report (Continual) – Description of service provided, to whom, equipment, problem, resolution, etc.
- i. Progress/status reports (per Task Order)

- j. Contractor/Government Meetings shall take place at the 801 I Street, NW, INS Building, Washington DC at mutually agreeable times.
- k. 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 calendar days of an event necessitating update.
- l. Documentation (as requested)
- m. INSight Reports:
 - 1. FOS/HM Staffing Report – a weekly report listing any vacancies, personnel who have left, new hires, and comparison of actual staff to full Staffing Plan.
 - 2. Monthly full Financial Report – a comprehensive report of personnel hours used, training and other ODCs, and all contract expenditures, in a “burn-rate” report. The report should be current as of the closing date of the previous month.
 - 3. Mid-Monthly Financial Projection Report – a report, to be delivered on the week of the 15th of the month, on the projected burn-rate as of Friday of the week of the report. When the 15th falls on a Friday or a weekend, delivery of this report may be moved to the week following the week of the 15th if the day is approved in advance by the FOS Program Manager and the Contracting Officer's Technical Representative (COTR)

7. Security Requirements

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

8. Other Direct Costs

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

Attachment A - INS FOS/HM Theaters by Region

Eastern Region

Baltimore
Boston
Buffalo
Detroit
Florida
Georgia
Glynco
Maine
New Orleans
New York City
Ohio Area
Philadelphia
San Juan Area
Vermont
Vermont Service Area
Virginia

Central Region

Chicago
Del Rio
Denver
Grand Forks
Houston
Kansas/Missouri
Laredo
Montana
Nebraska Service Center
Northern Texas
San Antonio
South Texas
Texas Service Center
Twin Cities
West Texas

INS FOS/HM Theaters by Region (continued)

Western Region

Arizona
California Service Center
Los Angeles
Northern California
Pacific Northwest
Pacific Ocean
Portland, Oregon
San Diego

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Page 3/5

Dec-23-88 9:47AM

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				Date														
				1986-11	1986-12	1987-01	1987-02	1987-03	1987-04	1987-05	1987-06	1987-07	1987-08	1987-09	1987-10	1987-11	1987-12	Total
Type	Project	Title	CLM Description															
		Project	Project CLM Rate															
		Project	Project Total Cost															
Summary																		
Grand Total Hours																		
Grand Total Cost																		
Contract	Estimate	Project	CENTRAL OFFICE	00-3100AA - Program Manager	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3101AA - Project Manager	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3102AA - Technical Manager	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3103AA - Database Administrator	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3104AA - System Analyst	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3105AA - Systems Analyst	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3106AA - Applications Programmer	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3107AA - Webmaster	Headcount	Total Hours	CLM Rate	Total Cost										
				00-3108AA - Technical Writer	Headcount	Total Hours	CLM Rate	Total Cost										
				Total Hours	256.71	232.02	253.31	222.02	233.71	152.04	250.14	222.33	248.15	250.14	232.33	248.15	248.15	2,816.21

Use or Disclosure of Proposal Data is Subject to the Restriction on the TRF PMP

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10/20/91

Page 5/5

Dec 23, 99 3:48AM

2025140531

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Name					Month												
					1993-11	1994-12	1995-01	1995-02	1995-03	1995-04	1995-05	1995-06	1995-07	1995-08	1995-09	1995-10	
Type	Region	Number	Site	CLM# Description	CLM# Name												
				DCC-Foodstuffs - Includes 8.00% Mark-Up	Headcount Total Hours CLM Rate Total Cost												
				DCC-POS Consultant (March '95) - Includes 8.00% Mark-Up	Headcount Total Hours CLM Rate Total Cost												
				DCC-Merch Fund - Includes 8.00% Mark-Up	Headcount Total Hours CLM Rate Total Cost												
				DCC-Parking - Includes 8.00% Mark-Up	Headcount Total Hours CLM Rate Total Cost												
				DCC-Phone - Includes 8.00% Mark-Up	Headcount Total Hours CLM Rate Total Cost												
				DCC-Temp Tech Writers - Includes 8.00% Mark-Up	Headcount Total Hours CLM Rate Total Cost												
CENTRAL OFFICE Headcount																	
CENTRAL OFFICE Total Hours																	
CENTRAL OFFICE CLM Rate																	
CENTRAL OFFICE Total Cost																	
Regional Headcount																	
Regional Total Hours																	
Regional CLM Rate																	
Regional Total Cost																	
Equipment																	
Equipment Total Hours																	
Equipment CLM Rate																	
Equipment Total Cost																	
DCC Headcount																	
DCC Total Hours																	
DCC CLM Rate																	
DCC Total Cost																	
Total Headcount																	
Total Total Hours																	
Total CLM Rate																	
Total Total Cost																	

Use of Disclosure of Financial Data is Subject to the Restriction on the TRM Page

WSP

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10/2000

Page 1/1

Dec-23-98 9:40AM

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Type	Region	Division	Site	CLIN / Description	Data	Month	1998-01	1998-02	1998-03	1998-04	1998-05	1998-06	1998-07	1998-08	1998-09	1998-10	1998-11	1998-12	Grand Total
				ODC Equipment - Includes 4.5% Mark-Up	Headcount Total Hours CLIN Rate Total Cost														
				ODC FDC Conference (March '98) - Includes 8.0% Mark-Up	Headcount Total Hours CLIN Rate Total Cost														
				ODC Monthly Rent - Includes 3.5% Mark-Up	Headcount Total Hours CLIN Rate Total Cost														
				ODC Parking - Includes a 0% Mark-Up	Headcount Total Hours CLIN Rate Total Cost														
				ODC Phone - Includes 4.5% Mark-Up	Headcount Total Hours CLIN Rate Total Cost														
				ODC Temp Bath W/over - Includes 8.0% Mark-Up	Headcount Total Hours CLIN Rate Total Cost														
				CENTRAL OFFICE Headcount															
				CENTRAL OFFICE Total Hours															
				CENTRAL OFFICE CLIN Rate															
				CENTRAL OFFICE Total Cost															
				Algeria Headcount															
				Algeria Total Hours															
				Algeria CLIN Rate															
				Algeria Total Cost															
				Eastern Headcount															
				Eastern Total Hours															
				Eastern CLIN Rate															
				Eastern Total Cost															
				C - ODC Headcount															
				C - ODC Total Hours															
				C - ODC CLIN Rate															
				C - ODC Total Cost															
				Total Headcount															
				Total Total Hours															
				Total CLIN Rate															
				Total Total Cost															

1728,000.00 248,333.51 466,952.93 235,477.30 683,108.00 552,000.00 688,340.00 293,200.00 214,361.20 292,967.87 825,019.00 2,254,828.65

WGS1

Use in Disclosure of Proposed Costs is Subject to the Rule 6000 in the Info Page

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

CONTRACT ID CODE PAGE 1 OF 2 PAGES

2. AMENDMENT/MODIFICATION NO. 000001	3. EFFECTIVE DATE 02/12/99	4. REQUISITION/PURCHASE REQ. NO. SID-9-00061	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 220B Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 220B Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0089
		10B. DATED (SEE ITEM 13) 12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

15XB598/91SD.321S.14S.00 Increase **\$189589.00**

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

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

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

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

**This Modification Has Changed The Obligated Amount
From \$278,594.00 To \$468,183.00
For A Net Increase of \$189,589.00**

**The Total Amount is increased from \$278,594.00 to \$468,183.00
For a Net Increase of \$189,589.00**

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR	16B. UNITED STATES OF AMERICA
(Signature of person authorized to sign)	BY <i>Robert N. Beaty</i> (Signature of Contracting Officer)
15C. DATE SIGNED	16C. DATE SIGNED
	4/12/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

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

Working Copy

ORDER FOR SUPPLIES OR SERVICES

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

1. DATE ORDERED 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	6. SHIP TO:	
3. ORDER NO. COW-9-P-0089	4. REQUISITION/REFERENCE NO. SID-9-00026	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	e. ZIP CODE 20536
7 TO: Attn: (L)6		d. STATE DC	

a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	8. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE	<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS SUITE 1105	Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
e. STATE VA	f. ZIP CODE 22102-4299	
9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.14S.00		10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION

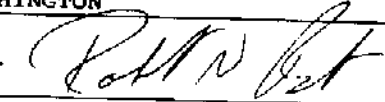
11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED
12. F.O.B. POINT Destination		14. GOVERNMENT BY: (N)	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/31/98
13. PLACE OF		15. DISCOUNT TERMS Net 30 Days	
a. INSPECTION Destination	b. ACCEPTANCE Destination		

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for Task 2, Help Desk, for contract COW-7-C-0013 for FY99. This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this task is \$1,913,719.03</p> <p>D302 ADP SUPPORT SERVICES</p>	1	LO	\$278594.00	\$278594.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17 (h) TOT (Cont. pages) \$0.00
21. MAIL INVOICE TO:			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			17 (i) GRAND TOTAL \$278594.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			
c. City WASHINGTON	d. STATE DC	e. ZIP CODE 20536	

SEE BILLING INSTRUCTIONS ON REVERSE

22. UNITED STATES OF AMERICA BY (Signature) 

23. NAME (Typed)
Robert N. Beaty
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
Previous edition not usable

SUPPLEMENTAL INVOICING INFORMATION

If desired, this order (or a copy thereof) may be used by the Contractor as the Contractor's invoice, instead of a separate invoice, provide the following statement (signed and dated), is on (or attached to) the order: "Payment is requested in the amount of \$ _____. No other invoice will be submitted." However, if the Contractor wishes to submit an invoice, the following information must be provided: contract number (if any), order number, item number(s), description of supplies or services, sizes, quantities, unit prices, and extended totals. Prepaid shipping costs will be indicated as a separate item on the invoice. Where shipping costs exceed \$10 (except for parcel post), the billing must be supported by a bill of lading or receipt. When several orders are invoiced to an ordering activity during the same billing period, consolidated periodic billings are encouraged.

RECEIVING REPORT

Quantity in the "Quantity Accepted" column on the face of this order has been: Inspected, accepted, received by me and conforms to contract. Items listed below have been rejected for the reasons indicated.

SHIPMENT NUMBER	PARTIAL FINAL	DATE RECEIVED	SIGNATURE OF AUTHORIZED U.S. GOVT. REP.	DATE
TOTAL CONTAINERS	GROSS WEIGHT	RECEIVED AT	TITLE	

REPORT OF REJECTIONS

ITEM NO.	SUPPLIES OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR REJECTION

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 2 – HELP DESK****Contract Number/Task Order Number: COW-7-C-0013/FOS99-002****Date of the Order: 8/21/98 (Revised 9/3/98)****Date of the Response: 10/7/98 (Amended October 26, 1998)****1. Scope**

WGSJ agrees with the Scope as stated in the INS Task Order

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

The purpose of this Task Order is to establish WGSJ support for the First Tier User Support portion of the INS Central Help Desk. All references throughout this response to "Help Desk" refer to the Central Help Desk unless otherwise stated. Within the INS, the User Services Branch will oversee First Tier User Support. User Services is responsible for establishing policy, standards, and operating guidelines for First Tier User Support and distributing them to government and WGSJ 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 of support – 2nd Tier Problem Resolution Staff, the Network Communications Center (NCC); Field Operations Support, Hardware Maintenance; or 3rd Tier problem resolution staff.

1.1 Background

WGSJ agrees with INS Background with minor changes.

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 escalates the ticket to the appropriate technical support. If the problem is related to office automation, desktop applications, Email, a DBMS, or Novell software, the First Tier support either resolves the problem or escalates the ticket(s) to Second Tier support. If the problem is determined to be a communications problem, the Help Desk escalates the ticket(s) to the Network Control Center (NCC) which is located in the Data Communications Branch. If the problem is determined to be a hardware problem for equipment out of warranty, the Help Desk escalates the ticket(s) to Wang Hardware. Tickets for hardware problems for equipment under warranty are the responsibility of the Help Desk. Help Desk analysts contact the appropriate vendor and troubleshoot the problem with the user. The INS Help Desk is the single point of contact for providing timely updates on all systems and applications.

1.2 Objectives

WGSJ agrees that the objectives of this task are:

- a. To provide rapid-response problem-resolution support to Service-wide INS end users
- b. 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
 - ◇ Mainframe applications
 - ◇ Other IT problems
- c. To assure continuous process improvement through comprehensive problem tracking and analysis of statistics and trends.
- d. To assure INS end users a timely response to their problems and escalation of tickets to appropriate support tiers. Due to the large number of INS organizations (CLAIMS, IDENT, ENFORCEMENT, etc.) using REMEDY, it is the responsibility of each of these organizations to monitor their own tickets once the INS Help Desk has assigned a ticket. In addition, each organization is responsible for informing their users when a support analyst will arrive or call to help.

- e. The INS Help Desk is responsible for overseeing REMEDY tickets for all organizations and informing the Director of User Services of any problems or issues.
- f. To answer Help Desk calls in a manner so timely and responsive as to pursue a less than 9% weekly average 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

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

Help Desk Staffing

WGSI agrees to 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. WGSI is requesting an additional three (3) people for this task from the staffing level of GFY98. Justification for these extra positions can be found on page six (6) of this response.

Help Desk Tier 1 Duties and Responsibilities

The following description is WGSI's view of the duties and responsibilities of the INS Help Desk. WGSI will show how the Help Desk will work seamlessly with Second-tier support, FOS field support, Hardware maintenance, HQ Operations, the NCC, and Third-tier support. Under this contract, WGSI's responsibility for Third-tier problem resolution ends with referring such problems to the appropriate party - third-tier support shall be provided by parties other than WGSI. However, tickets for third-party applications (RAFACS, DACS, etc.) are assigned to the Help Desk queue for monitoring and follow-up. Many third-party personnel do not have access to REMEDY to track and monitor these tickets.

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 any desktop application (Word, Excel, etc.), E-mail, or LAN/Server, and the Help Desk cannot solve the problem, the Help Desk shall escalate the problem to second-tier staff in the End User Computing (EUC) Branch (WGSJ Task 03). Second-tier assumes responsibility of the ticket once it is assigned to them. This involves contacting the user, monitoring the ticket, informing the user of completed work (user confirmation), closing the ticket, and updating the ticket with the solution.
- If the problem is determined to be a communications problem, the Help Desk shall notify the Network Control Center (NCC) (WGSJ Task 08) located in the Data Communications Branch. The NCC assumes responsibility of the ticket once it is assigned to them. This involves contacting the user, monitoring the ticket, informing the user of completed work (user confirmation), closing the ticket, and updating the ticket with the solution.
- 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). Help Desk personnel shall assign tickets to some not all (IDENT, CLAIMS, Enforcement, etc.) third-tier technical support provided they have access to REMEDY. If the third-tier support point of contact does not have Remedy, the ticket stays in the Help Desk queue, and Help Desk is responsible for monitoring the ticket until third-tier can be contacted. Once third-tier support has helped the user, Help Desk is responsible for updating the ticket with problem solution, and closing the ticket.
- If the problem is determined to involve defective hardware equipment that is **under warranty**, the Help Desk shall contact the responsible vendor for resolution. These tickets stay assigned to the Help Desk queue for monitoring and follow-up.
- If the problem is determined to involve defective hardware equipment that is **out of warranty**, the Help Desk shall assign the ticket to Wang hardware (WGSJ Task 07) for follow-up provided the equipment is listed on the INS CLIN Support Identification List. Wang hardware assumes responsibility of the ticket once it is assigned to them. This involves contacting the user, monitoring the ticket, informing the user of completed work (user confirmation), closing the ticket, and updating the ticket with the solution.

Once Help Desk has assigned the ticket to another support group (EUC, NCC, IDENT, etc.) it is the responsibility of that support group to contact the user with the expected arrival of a technical support person, provide updates and close the ticket. It is the responsibility of the Help Desk to provide up-to-date status to users when they call in. If the expected arrival time of the technical support is delayed, it is the responsibility of the assigned support group to inform the user of the delay.

- The INS Help Desk is the central point of contact for all INS support. It is imperative that all sites currently using REMEDY and all future sites planning to use REMEDY, send all ticket requests through the INS Help Desk. The INS Help Desk is responsible for making sure tickets are documented correctly before passing to other support organizations (NCC, Wang Hardware, etc.).
- Help Desk is responsible for tickets assigned to the Help Desk queue. Tickets assigned to other support groups become the responsibility of that support group. REMEDY has grown considerably over the past year. There are almost 20 support groups listed in REMEDY. Help Desk cannot be responsible for the work schedules of these organizations.
- Help Desk is responsible for overseeing all REMEDY tickets assigned to all INS organizations. WGSJ Help Desk Management is responsible for reporting any problems and/or issues to the Director of User Services on a weekly basis. Help Desk cannot be responsible for the work schedules of all INS organizations who have access to REMEDY. Help Desk analysts inform users that once a ticket is assigned to second-tier, the NCC, etc. an analyst should be calling them within an hour to make an appointment to receive support.
- WGSJ will identify and resolve commonly recurring problems related to standard office automation type hardware and software in use within INS. The standard desktop hardware and software configuration is based on the Technology Infrastructure Project (TIP). The current INS hardware configuration standard is the DELL OPTIPLEX GX1M, 266 MHz, Pentium II. The standard hardware configuration is based on a 300MHz machine and the enhanced version is based on a 333 MHz machine. The standard software configuration is the Windows 95 Operating System. Note: the standard configuration is continuously revised as technology improves.
- Help Desk shall be responsible for implementing a "knowledge database" troubleshooting tool for analysts. This knowledge database will allow analysts to ask key questions based on the problem and document the answers in the ticket while the user is on the phone. If the ticket still needs to be assigned to

second or third-tier support, basic key questions will have been documented and the user will not feel frustrated answering the same questions over again. As a result of this knowledge database, First-tier will be able to increase first-call resolutions.

Help Desk analysts are able to provide information on various systems status but do not have access to user accounts, provide information on publications, available classes, or end-user training. The knowledge database will be used for troubleshooting various systems, and applications not to provide information on user accounts, available publications and classes and end-user training. This information is provided to users by other INS organizations through global email messages.

- Help Desk also receives notification of WAN communications problems from the NCC, email and LAN/server problems from Second-tier, and problems with INS specific applications(RAFACS, IDENT, etc) from Third-tier support. Help Desk receives of pertinent information concerning the problem, opens a ticket, and informs other analysts of the problem(s), so that when users call, the Help Desk can provide timely updates.

Hours of Operation

- WGSJ agrees to provide 24 X 7 (24 hours a day, 7 days a week) telephone coverage, without exception. WGSJ will support the following INS shifts:
 - First shift hours: 7:00-15:30, 8:00-16:30, 9:00-17:30 (Eastern Time)
 - Second shift hours: 15:00 – 23:30 (Eastern Time)
 - Third shift hours: 23:00 – 7:30 (Eastern Time)
- WGSJ agrees to add an analyst to cover the 6:00 – 3:00 timeframe in order to provide coverage during early morning hours as augmentation for the third shift staffing. This analyst will be considered first shift staffing.

Training

WGSJ will 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. The INS must inform WGSJ Help Desk management prior to any new applications deployed to the field, and/or any updates to current applications/systems. WGSJ management will work with INS third-tier points of contact to arrange training for

all or selected Help Desk representative(s). Help Desk is responsible for updating/verifying phone numbers and names on the INS Point of Contact List.

Additional Personnel

WGSJ is requesting three additional Help Desk Analysts be added to this task for 1999 for a total of 30 personnel. This extra staffing would allow all analysts to attend more training on and off site, and cross-train with second-tier and NCC personnel to allow for job enrichment and career path growth. Currently, Help Desk analysts are on the phones for eight hours a day, seven days a week. This is causing "analyst burnout." WGSJ is proposing that Help Desk analysts stay on the ACD lines for six hours a day with the remaining two spent working with second-tier, the NCC, attending training classes (customer service or INS specific applications) or performing other Help Desk related duties.

Help Desk Tier 1 Operations

WGSJ agrees to the following Help Desk operations:

- Help Desk analysts will make a best effort to answer any call within three (3) rings. It is impossible to monitor this statistic with the current ACD system. Placing a caller on hold does not constitute a response.
- Help Desk analysts 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 resolution. Completion of the REMEDY knowledge database will allow for more Help Desk first call resolutions. Help Desk analysts are responsible for documenting all resolved problems in problem tickets.
- Help Desk will follow the escalation procedures as documented later in this response. WGSJ managers or a representative(s) from each support tier, (Help Desk, NCC, second-tier, HQ Operations, and Maintenance) meet every morning at 8:30 for a Status Meeting. Third-tier support representatives are not represented at these meetings. These meetings provide updates on previous day's activities/problems and provide information on upcoming projects. These daily meetings provide seamless coordination between all departments at INS.
- Help Desk involvement in maintenance-related functions shall include initial contact with the end user, initial problem determination, documenting the

ticket and assigning the ticket to Wang hardware (if equipment is out of warranty). Once the Help Desk has assigned a ticket to Wang hardware, it is their responsibility for contacting the user, providing expected arrival time of a support analyst, dispatching a support analyst, providing follow-up and closing the ticket. Help Desk's responsibility is to provide status updates to users when they call based on information in the ticket.

- Tracking of tickets for all "in warranty" equipment problems is the responsibility of the Help Desk. Analysts contact the appropriate vendor and work through a resolution with the user. These "in warranty" tickets stay assigned to Help Desk queue for monitoring purposes.
- The Help Desk uses REMEDY to track all trouble calls. The responsibility of operating and maintaining the REMEDY database falls under a separate task order, WGS1 Task 08.
- The tracking system, REMEDY, shall document the problem-resolution of each ticket for historical purposes. It is the responsibility of each assigned department in REMEDY to provide a problem resolution for tickets assigned to them. For example, EUC is responsible for providing problem resolution for tickets they closed not the Help Desk.
- When a trouble ticket is opened, the Help Desk tells the user that someone from _____ (EUC, NCC, or Third-Tier) will be contacting them within an hour with an expected arrival time of a support analyst. If necessary, the responsible support organization calls the user back to reschedule. Help Desk cannot be responsible for the work schedules of all organizations.
- Trouble tickets shall not be considered resolved, or closed until the support organization assigned the ticket (EUC, Wang hardware, etc.) has received positive confirmation through personally speaking with the user, by voicemail or email that the problem has been resolved to that user's satisfaction.
- WGS1 shall provide any statistical data requested by the COTR regarding all problems that come to the Help Desk. WGS1 will make every reasonable effort to comply with the COTR's request(s) within two business days.
- Trouble tickets may be opened by a user who contacts the Help Desk by calling the Hotline (202)514-1851, leaving voicemail, sending email to Help Desk (INS), or faxing (202)514-0576. Email, voicemail and faxes are

monitored every half-hour. Analysts open, update, and/or close tickets as required.

- It is also the responsibility of the Help Desk to call the Law Enforcement Service Center (LESC) every four hours for status updates. Every time an analyst calls the LESL for status checks, a ticket is opened, updated and closed. Additionally, the LESL can page the Help Desk in emergencies or call the Hotline number.
- The Help Desk is responsible for coordinating information for planned and unplanned outages to the user community. This is done through, AWES-Support (email), faxing, and Teleview. Help Desk receives notification of planned outages from the Justice Data Center one to two weeks prior to the outage. Help Desk coordinates sending the outage message to the INS user community with HQ Operations. The INS user community is informed of the outage two working days prior to the outage. Also, during the outage, Help Desk must work very closely with Production Control to provide timely information to users.

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

The period of performance for this Task Order is 1 November 1998 through 30 September 1999.

On-site hours of support are as previously described under "Hours of Operation".

As required by INS, WGS1 will provide on-call duty in accordance with Section G.7 of the contract.

5. Place of Delivery or Performance

WGS1 agrees that Help Desk Operations shall be performed at its present location in the INS Chester Arthur Building (CAB), 425 I Street, NW, Washington D.C.

6. Deliverables

WGS1 agrees to deliver a Weekly Report by COB Tuesday to the Director of User Services on all Help Desk operations. The report shall include, but not be limited to, the following:

- Statistics regarding: the number of trouble tickets Help Desk opened, closed, and modified; average number of hours it took Help Desk to close tickets assigned to them; and an aging report by month showing number of trouble tickets assigned to Help Desk.
- Statistics regarding number of tickets Help Desk closed in 12 hours, percent closed in 12 hours (based on the number closed in 12 hours divided by the total number of Help Desk tickets)
- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems.
- Weekly ACD statistics: number of accepted, answered, and abandoned calls; and percent abandoned (based on number accepted and answered).
- Weekly totals for received voicemails, emails and faxes.
- Any issues/concerns/actions hampering WGSi's performance of Help Desk operations with recommendations of any Government action required to resolve the problem.
- Financial status of the Task is sent under separate cover. When final figures are not available, the WGSi shall report projected financial status based on a financial model. WGSi shall provide the COTR with a written explanation of the financial model used. The Monthly roll-up report (see b., following) shall contain final financial figures.
- Progress on the resolution of any long-standing open trouble tickets or systemic problems.
- A Manning report of all hiring, firing, and other personnel changes, including notation of any vacancies or other variations in the established workforce level will be sent under separate cover once a week.
- A report on all training activities and an assessment of future training needs.

By the 15th of the month WGSi agrees to submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the preceding month.

5. 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. Certain

individuals may be authorized to start performance under this Task Order prior to obtaining a security waiver. These individuals and their performance constraints during the "early start" period will be agreed to in writing by WGSJ and INS (COTR and Technical Point of Contact).

6. Other Direct Costs

WGSJ expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section.

WGSJ is not required to obtain prior written approval of ODC's for travel, supplies, and overtime. However, the expenditure of funds for these items will be coordinated with the INS Site Manager / Task Manager. WGSJ will obtain written approval from the COTR for unusual ODC's such as training and conferences.

Part II. Service Level Agreement

1. Contract Number/Task Order Number: **HQ96-37/FOS99-002**
2. Introduction
 - a. Organizations Involved
 - (1) Service Provider: WANG Government Services, Inc. (WGSi)
 - (a) POC Names: Technical Manager, INS (b)(6)
Help Desk
 - (b) Location: 425 I Street, NW
Room 5120
Washington, DC 20536
 - (c) Telephone Numbers: (202) 616-7668 []
 - (2) End User Organization:
 - (a) POC Names: Glenn Hall
 - (b) Location: 801 I Street, NW
6th Floor, Suite 640
Washington, DC 20001
 - (c) Telephone Numbers: (202) 616-7685
 - b. Purpose: The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSi as well as the expectations and obligations of the end-user organization.

Responsibilities of Service Provider (WGSi)

- 3.1 WGSi agrees it will:
 - a) Provide Help Desk Telephone Support 24 hours a day, 7 days a week.
 - b) 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).

- c) Return 95% of voicemails and emails left by users within 60 minutes. All voicemails and emails will be returned within two hours.
- d) Resolve 95% of tickets assigned to the Help Desk within one business day subject to the exceptions noted in the Performance Incentives table.
- e) Ensure a less than 9% weekly average abandoned call rate.
- f) Gather all required information from users and document in trouble ticket.
- g) Provide ticket number to user and assign ticket to appropriate organization as soon as possible.
- h) Use Remedy, the Government-provided automated trouble ticket system.
- i) Help Desk monitors trouble tickets assigned to the Help Desk queue through resolution and closure of the problem.
- j) Help Desk monitors all open REMEDY tickets assigned to all INS organizations. Points of contacts for each organization is notified by Help Desk management when the length of time tickets have been open exceed a reasonable timeframe.
- k) Provide accurate and current responses tailored to individual users.
- l) Provide courteous service.
- m) Provide higher priority to workstations manned by Immigration and Naturalization Service (INS) senior management. These users are identified by a "Hot List" in Remedy.
- n) Determine the nature of the problem and escalate the problem to second-tier staff in the End User Computing (EUC) Branch, the Network Control Center (NCC), Third-Tier support or to the Hardware Maintenance (Wang or warranty provider) support staff.
- o) Assign a level of criticality to system failures and disseminate a service request classification table with time escalation to all end users. The guideline for determining the level of criticality is depicted in the following table:

- o) **Develop and deliver escalation procedures.**
- p) **Notify end-users of planned outages due to maintenance or other activities.**
- r) **Track the number of trouble tickets opened and closed.**
- s) **Track trends and frequencies in problem reports and actions taken to resolve problems.**
- t) **Perform periodic surveys to monitor customer satisfaction.**

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Assignee User Call Back	Maximum Resolution Time	Escalation Procedures
1	Urgent	Major system or network out of service, mission critical system not available or slow to respond	<ul style="list-style-type: none"> • Server Outage • Major loss of mission critical service(s) 			Requires immediate notification escalation. A "Red Alert" condition requiring continuous focus of management and support team until resolved or reclassified to Classification Code 2.
2	High	User or group of users out of service (mission-critical systems not affected)	<ul style="list-style-type: none"> • Major loss of service affecting multiple individuals or organizations. • Default classification for "Hot List" users • Application and system access problems (logon issues) 			<p>Help Desk will notify (no voice mail or E-mail) the EUC Team Leader or Technical Manager.</p> <p>Problem resolution follows normal defined process for high priority problems.</p> <p>Help Desk will notify (no voice or E-mail) the EUC Team Leader or Technical Manager about tickets pertaining to "Hot List" users.</p>

3	Medium	User or group of users able to process non-critical applications but at a significant inconvenience	<ul style="list-style-type: none"> • Single workstation outage • Virus Identification and Eradication • Printing problems impacting multiple users • E-mail access issues 				

Criticality Classification Table						
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Assignee User Call Back	Maximum Resolution Time	Escalation Procedures
4	Low	User can continue to process with reasonable work-around constraints	<ul style="list-style-type: none"> • Capability within a system or application is not working properly • Create a new account • Request to change account • Workaround is available (e.g., user's default) 			

(b)(4)

				printer is down but an alternative printer is available)				
				<ul style="list-style-type: none"> Hardware upgrades to functioning workstation (e.g., memory or software) 				

Criticality Classification Table							
Classification Code	Criticality Level	Technical Impact on INS Users	Example(s)	Assignee	Maximum Resolution Time	Escalation Procedures	
5	Low	Problem does not affect processing	<ul style="list-style-type: none"> Questions about standard applications (e.g., MS Office suite, cc:Mail, Word Perfect) Password resets Assistance stepping through a procedure Request for 			<p>Help Desk will handle majority of Classification Code 5 tickets.</p> <p>Help Desk staff will escalate password-reset tickets to EUC Desktop Support for servers they cannot access.</p>	

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6	Low	Project involving 5 or more users and exception problems	<p>general IT information (e.g., memory upgrades, Internet access)</p> <ul style="list-style-type: none"> Resolution can be handled by Help Desk 	<input type="checkbox"/>	<input type="checkbox"/>		<p>Open tickets may be reclassified to Classification Code 6 if they are associated with a pending technical fix (i.e., parent-child relationship in Remedy). All such reclassifications require the approval of the appropriate Team Leader or the EUC Technical Manager</p>
			<ul style="list-style-type: none"> A problem for which a technical fix is pending or a request for service not related to a problem An effort for which a project plan needs to be developed A move/add/change affecting 5 or more users (e.g., software installations) 	<input type="checkbox"/>			

- a) Initiate escalation procedures for problems that prevent a number of people working, or put users' information at risk. The guideline for problems that need to be escalated is depicted in the following table.

Customer Escalation Levels for Critical and High Escalation Levels		
Escalation Level	Problem Time	To Whom
1		EUC Team Leader WGSJ Technical Manager
2		End User Organization Manager WGSJ Deputy Program Manager
3		WGSJ Program Manager

3.2 Performance Incentives

The table below provides the performance incentives for the Help Desk SLA.

Help Desk - Performance Incentives						
Element	Standard	Performance Requirement	Measurement Interval	Source	Performance Factor	Calculations
Resolution of Help Desk tickets	of tickets assigned to Help Desk resolved within 1 business day	No more than deviation from the established standard	Quarterly	REMEDY	+/- 1% total monthly labor price for Help Desk Operation +/- 1% variance. Maximum 3% total incentive.	Performance= closed ticket rate

***Excentions**

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3.2.1 WGSJ Payment

- a. For performance of service that meets the standard, WGSJ shall be paid the validated bill for the service.
- b. For performance of a service that does not meet the standard WGSJ shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.
- c. For performance of a service that exceeds the standard, WGSJ shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.
- d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.
- e. In all cases, adjustment (reduced value or positive incentive) will not exceed 3% of the labor component of the validated bill for service for any individual incentive.

3.2.2 Example of Determination of Reduction (Call Resolution)

- a. Assume an annual task order value of \$1,000,000 (labor only).
- b. Assume the measurement period is quarterly.
- c. Assume the amount placed at risk is \$250,000 (\$1,000,000/4).
- d. Assume the standard for number of calls resolved within one business day is 95% on a monthly basis.
- e. Assume that the WGSJ achieved a 93% call resolution rate.
- f. Assume the incentive is based on +/- 1 % of the monthly labor invoiced price.
- g. Assume 1% deviation allowed.
- h. Assume the calculation is determined by:

$\frac{\text{Calls resolved within 1 business day}}{\text{Calls assigned to Help Desk}} = \text{resolution rate}$

- i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$250,000
 Number of calls selecting analyst received: 22,500 (250 per day times 90 days)
 Number of calls resolved within 1 business day: 20,925
 Resolution rate: 93%
 Incentive based on +/- 1% variance
 Variance: 2%
 Deviation allowed: 1%
 Total Reduction for the Quarterly Period: \$2,500 (\$250,000 times .01 variance)

3.2.3 Example of Determination of Performance Credit (Call Resolution)

- Assume an annual task order value of \$1,000,000 (labor only).
- Assume the measurement period is quarterly.
- Assume the amount placed at risk is \$250,000 (\$1,000,000/4).
- Assume the standard for number of calls resolved within one business day is 95% on a monthly basis.
- Assume that the WGSII achieved a 97% call resolution rate.
- Assume the incentive is based on +/- 1% of the monthly labor invoiced price.
- Assume 1% deviation allowed.
- Assume the calculation is determined by:

$\frac{\text{Calls resolved within 1 business day}}{\text{Calls assigned to Help Desk}} = \text{resolution rate}$

- i. The total estimated reduction for unsatisfactory performance is:

Total task order value at risk: \$250,000
 Number of calls selecting analyst received: 22,500 (250 per day times 90 days)
 Number of calls resolved within 1 business day: 21,825
 Resolution rate: 97%
 Incentive based on +/- 1% variance
 Variance: 2%
 Deviation allowed: 1%
 Total Performance Credit for the Quarterly Period: \$2,500 (\$250,000 times .01 variance)