

ATTACHMENT 1 – Process Flows

NOTE: Below listed Process Flows are current processes. Process Flows are subject to change as work processes progress and new technology systems are utilized. Such changes shall not result in any additional charge(s) to the Government.

1a. Work Processing Group

Work Processing Group process flow (IRS employee and/or contractor) is outlined in below flow charts titled:

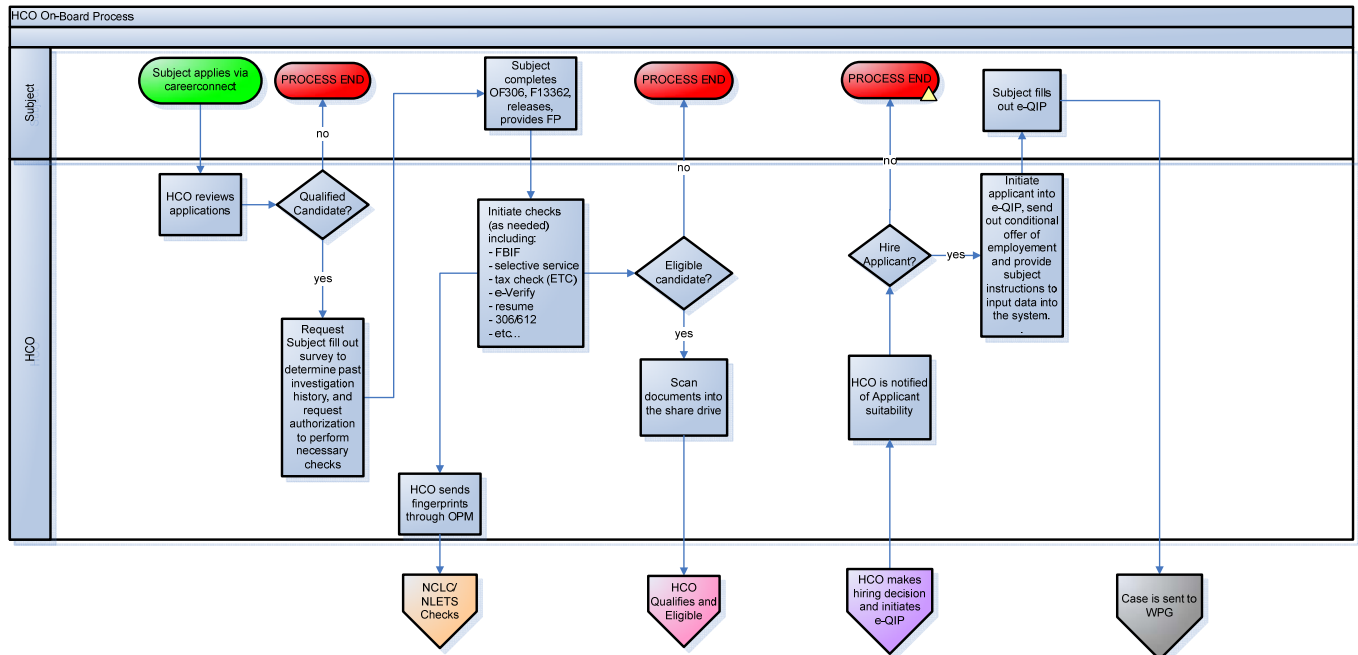
1. "Pre-Screen Adjudication Process Flow (IRS Employees)
1. "Pre-Screen Adjudication Process Flow (Contractors)"
2. "Post-Investigation Adjudication Process Flow."

1b. Pre-screen Adjudication Group

Pre-Screen Adjudication Process – Flow (IRS employees)

Below diagram shows the end-to-end process flow to be used in the Pre-Screen Adjudication Group on IRS employees. Processes to be used by HCO Personnel prior to PS&I receiving employee-cases and after PS&I provides HCO with a pre-screen suitability determination. Specific process details may change as process and procedural refinements are undertaken.

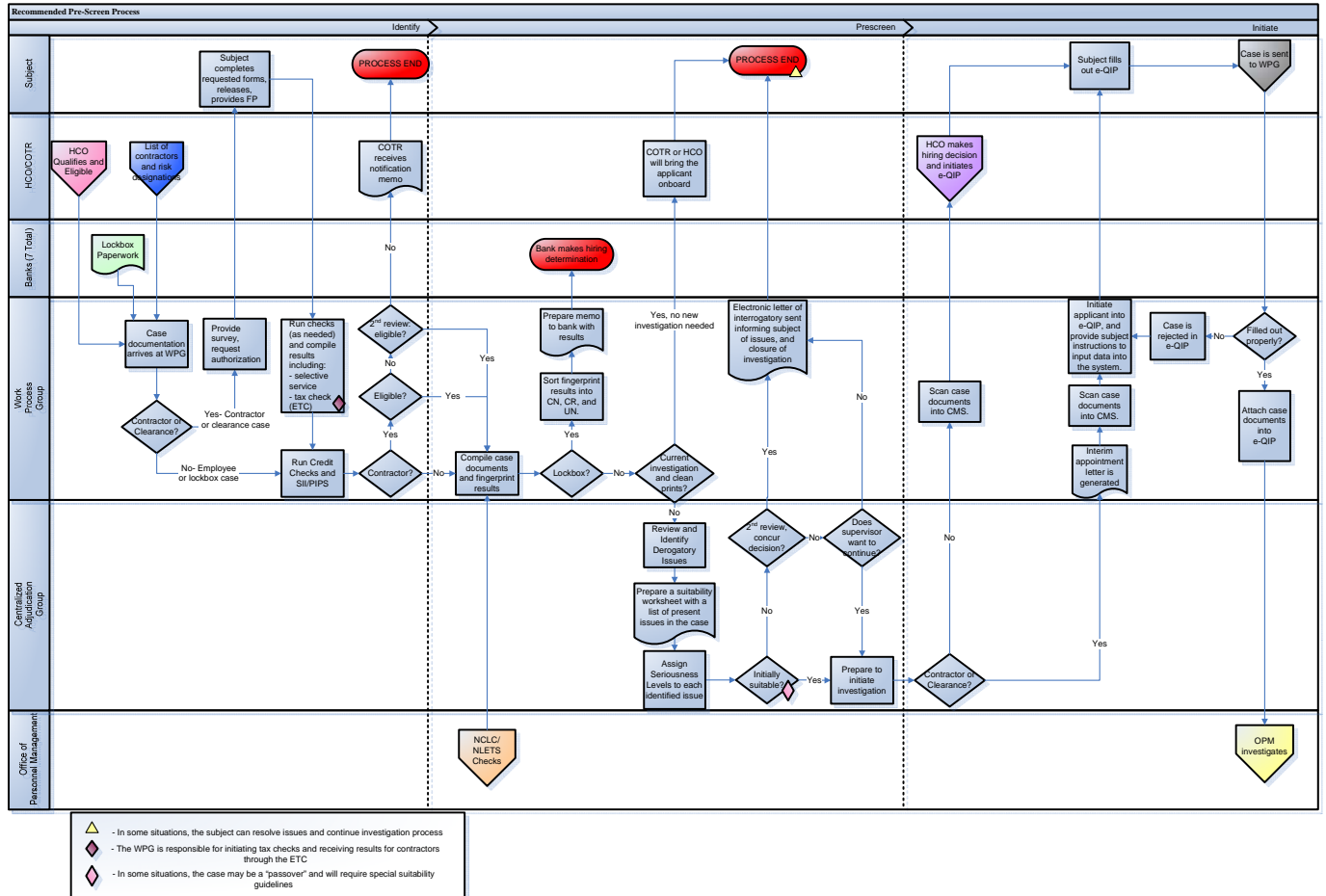
Pre-Screen Adjudication Process Flow – IRS Employees



Pre-Screen Adjudication Process Flow (Contractors)

Below diagram shows the end-to-end process flow by Pre-screen Adjudication Group on Contractors. Specific process details may change as process and procedural refinements are undertaken.

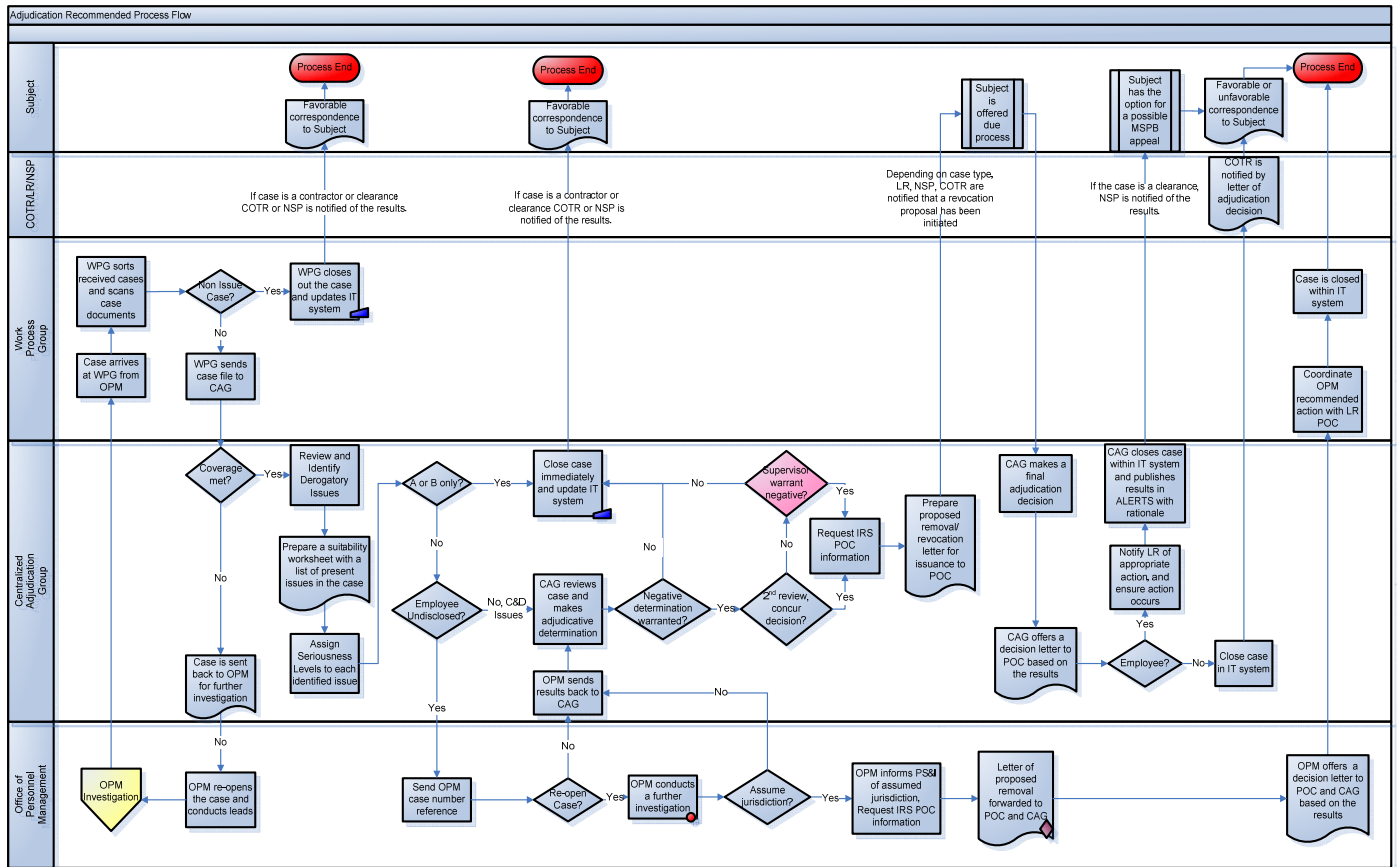
Pre-Screen Adjudication Process Flow – Contractors



1c. Post-investigation Adjudication Group

The below diagram shows the end-to-end process flow for the Post-Investigation Adjudication Group. Specific process details may change as process and procedural refinements are undertaken.

Post-Investigation Adjudication Process Flow



- -PIV process may potentially impact time at this point
- ◆ - Subject may request an appeal process at this time
- -OPM may request additional information

ATTACHMENT 2 – REFERENCE DOCUMENTS

The following documents are hereby incorporated into the Statement of Work (SOW):

1. [Code of Federal Regulations, Title 5 Administrative Personnel, PART 315 Career and Career-Conditional Employment](#)
2. [Code of Federal Regulations, Title 5 Administrative Personnel, PART 731 Suitability](#)
3. [Code of Federal Regulations, Title 5 Administrative Personnel, PART 732 National Security Positions](#)
4. [Executive Order 10450, Security Requirements for Government Employment](#)
5. [Federal Acquisition Regulation](#)
6. [Office of Personnel Management Federal Investigation Notices, 07-06, 07-07, and 07-08 Investigation Reimbursable Rates for FY08](#)
7. [United States Code, Privacy Act of 1974, 5 U.S.C. § 552a](#)
8. [Selective Service Registration](#)
9. [Federal Travel Regulations](#)
10. [Adjudication Desk Reference](#)
11. Investigative, Adjudicative and Quality Standards and Practices for WPG, PSAG and PIAG



QCP for PSI.doc

12. Quality Control Plan for PSI

The following documents are hereby referenced as reading material, but not referenced in the SOW:

1. [Internal Revenue Manual 1.16.1 Physical Security](#)
2. [Internal Revenue Manual 1.16.4 Overview of ID Media](#)
3. [Internal Revenue Manual 1.16.5 Identification Card](#)
4. [Internal Revenue Manual 1.16.12 Facility and Property Protection](#)
5. [Internal Revenue Manual 1.16.13 Information Protection](#)
6. [Internal Revenue Manual 10.23.1 Personnel Security and Investigations](#)
7. [Internal Revenue Manual 10.23.2 Contractor Investigations](#)
8. [Internal Revenue Manual 10.8.1 Policy and Guidance](#)
[10.8.1 CONT. 1](#)
[10.8.1 CONT. 2](#)
9. [Internal Revenue Manual 10.8.2 Information Technology \(IT\) Security Roles and Responsibilities](#)

10. [Internal Revenue Manual 10.8.26 Information Technology \(IT\) Security - Laptop Computer Security Policy](#)
11. [Internal Revenue Manual 10.8.27 Internal Revenue Service Policy On Limited Personal Use Of Government Information Technology Resources](#)
12. [Adjudicative Desk Reference](#)

The following are hereby listed as reference material to be made available after contract award:

1. Instructions for completing background investigations on contractor staff.
2. List of Homeland Security Presidential Directive 12 registrars for fingerprints.
3. Electronic links to or copies of statutes, regulations, policies, strategies, plans, and concepts of operations
4. Desk procedure handbooks and training materials
5. Department of the Treasury Security Manual, TD P 15-71
6. Operation R.E.D. (Review, Encrypt, Decide) Guidance (pertains to IRS procedures for protection of PII)

ATTACHMENT 3 – TASK ORDER REQUEST FOR QUOTE

1. Task Order Number:
2. Date of Request:
3. Description of Requirement:
4. Project Deadline or Detailed Project Schedule:
5. Deliverables:
6. Place of Performance:
7. Due Date for Contractor Solution:

Requested by:

Name of COTR

Date

ATTACHMENT 4 – DEFINITIONS AND ACRONYMS

Acronym	Definition/Acronym Title	Definitions
	Adjudication	An examination of a person's character and/or conduct over time, resulting in a favorable or unfavorable determination.
	Case Control/Files	Most pending investigations are maintained in folders in case number order. (Note: Some investigations are folder-less until hardcopy reports are received and folders are then prepared.) Investigative results may be returned electronically or in hardcopy. Hardcopy results must be scanned to ensure they are attached to the subject's case in ABIS, and filed if appropriate. If additional names or discrepant identifiers are developed, cases are referred to technicians for appropriate action. All case movement between branches/sections is tracked by updating the ABIS investigative record with the organization/date of move.
	Close Complete	A case is to be closed complete when all items are completed, either initially or after the Closed Pending process.
	Deficient Cases	Cases that do not meet PS&I standards for that case type in such areas as issue resolution, coverage, and reporting requirements will require additional work.
	Notice of Proposed Action	The written notification outlining the specific and detailed reasons for an individual's proposed ineligibility, the individual's rights, and other information.
	Post Adjudication Closing Processes	Once an investigation is closed, subsequent information such as reports of Agency Adjudication, Post Appointment Arrests, and straggler reports may be received, reviewed, updated on ABIS and/or mailed as is appropriate for each. File release requests from other federal agencies must also be processed.
	Reopens	A "reopen" investigation is a case that is reopened after it has been closed. Investigations may be reopened within one year of the closing date, upon agency request, for additional investigation to resolve issues, or to reopen a previously discontinued investigation in the last 4 months. The PS&I may request that a case be reopened based on PS&I quality oversight/agency quality concern reflecting inadequacies and/or deficiencies in the investigation.
	Suitability	A person's identifiable character traits and past conduct, leading to a determination of fitness and eligibility to work in, or conduct the responsibilities of, a Federal position with appropriate integrity, efficiency, and effectiveness.

	Unfavorable Adjudication Determination	The final determination that results in adverse action relative to a person's employment suitability, retention in a sensitive or public trust position, access to National Security information, materials, or areas, or incumbency in a sensitive position.
ABIS	Automated Background Investigations System	
ALERTS	Automated Labor and Employee Relations Tracking System	
ARSI	Automatic Reimbursable Suitability Investigations	A type of special agreement between agencies and OPM where field investigators conduct in person law and/or court checks in order to obtain dispositions on FBI records.
AWSS	Agency Wide Shared Services	
BI	Background Investigation	Type of investigation conducted for High Risk Public Trust positions or other positions not covered by Executive Order 12968, such as positions designated Critical-Sensitive under Executive Order 10450.
BPA	Blanket Purchase Agreement	
CFR	Code of Federal Regulations	
COTR	Contracting Officer's Technical Representative	
DoD	Department of Defense	
DHS	Department of Homeland Security	
E.O.	Executive Order	
e-QIP	Electronic Questionnaires for Investigations Processing	
FAR	Federal Acquisition Regulation	
FBI	Federal Bureau of Investigation	
FBIF	Federal Bureau of Investigations, Fingerprint Results	
FIN	Federal Investigation Notices	
FOIA	Freedom of Information Act	
FY	Fiscal Year	
GSA	General Services Administration	
HCO	Human Capital Office	
ID	Identification	
IRS	Internal Revenue Service	
IT	Information Technology	
KY	Kentucky	
LBI	Limited Background Investigation	Type of investigation conducted for Moderate Risk Public Trust or Non-critical Sensitive positions, or other positions.
LOE	Level of Effort	
MAS	Multiple Award Schedule	
MD	Maryland	
NAC	National Agency Check (NAC)	A type of investigation conducted which consists of national record repository checks and is a subset of all investigations.
NACI	National Agency Check with Written Inquiries	Type of investigation used as the minimum investigation required for basic suitability for Federal Employment and low risk positions. NACI's are requesting using the SF85 for non-sensitive positions, the SF85P for Public Trust positions, and SF86 for sensitive

		positions not requiring access to classified information.
NBIC	National Background Investigations Center	
OPM	Office of Personnel Management	
PIAG	Post-Investigation Adjudication Group	
PII	Personally Identifiable Information	
PIPS	Personnel Investigations Processing System	
PS&I	Personnel Security and Investigations	
PSAG	Pre-Screen Adjudication Group	
ROIs	Reports of Investigation	
SF 85	Standard Form 85, Questionnaire for Non-Sensitive Positions	
SF 85P	Standard Form 85P, Questionnaire for Public Trust Positions	
SF 86	Standard Form 86, Questionnaire for National Security Positions	
SII	Security of Investigations Index	
SOW	Statement of Work	
SPINs	Scheduling Special Interviews	
SSBI	Single Scope Background Investigation	Type of investigation conducted to meet investigation requirements established by Executive Order 12968 for positions requiring access to Top Secret and Sensitive Compartmented Information and for 'Q' access authorization and for High Risk Public Trust positions.
USCIS	U.S. Citizenship and Immigration Services	
W&I	Wage and Investment	
WPG	Work Processing Group	

ATTACHMENT 5 – WORKLOAD PROJECTIONS

All figures listed in Attachment 5 are estimated quantities based on historical data and projected potential future work and are not to be interpreted as potential or guaranteed work on this contract or dates that work may be available.

Staffing Rationale

PS&I's workload is historically characterized by two distinct seasons, or periods. The first, referred to in this attachment as "steady state", takes place from approximately May through early October. The second season, referred to as "peak" is encountered during October through the end of April the next year. Peak season is largely driven by business unit hiring to support initiatives, especially seasonal hiring by the Wage and Investment (W&I) business unit. Note that the analysis below does not separate "initiative" hires, such as revenue officers or revenue agents, as these are already included in the annual workload totals. The process design recommendation assumes that PS&I will leverage contractor support to help maintain staffing flexibility, and adjust the utilization of contractors and government staff accordingly over time if trends emerge.

Steady and Peak Seasons

Annually, the Human Capital Office (HCO) receives a forecast for hiring goals from business units throughout the fiscal year, starting with W&I forecasts in late September. The hiring goals project the number of hires needed at each campus for the upcoming tax filing season. The table below illustrates the number of investigations that were performed by Office of Personnel Management (OPM) as a result of the hiring surge in the 2007 tax filing season. With Personnel Security and Investigations (PS&I) assuming the central adjudication function, adjudicative decisions for additional cases as a result of the tax filing season would be processed by PS&I during the "peak" season. The projected surge workload, based on historical trends and hiring goals for 2008 provided by HCO, are also listed below. The table also breaks down average monthly case volume for these cases during the six month "peak" timeframe.

Estimated Pre-screen and Adjudications Workload

Estimated Pre-Screen and Adjudications Workload				
<i>Steady State Workload</i>				
	2007	2008	2009	2010
<i>Total Projected Cases (For Reference)</i>	23,113	24,957	25,719	27,823
Steady State Cases	11,613	12,307	13,069	13,908
Monthly Load	968	1,026	1,089	1,159
Pre-Screen (No Issues) ^{^^^}	871	923	980	1,043
Pre-Screen (Eliminated) ^{^^^^}	78	83	88	94
Pre-Screen (Missed)	18	19	21	22
Cases Requiring Final Adjudication ***	889	942	1,001	1,065
<i>Peak State Workload</i>				
Peak State Cases *	11,500	12,650	12,650	13,915
Monthly load ^	1,917	2,108	2,108	2,319
Adding in Steady Load	2,884	3,134	3,197	3,478
Pre-Screen (No Issues) ^^	2,596	2,820	2,878	3,130
Pre-Screen (Eliminated) ^{^^^^}	234	254	259	282
Pre-Screen (Missed)	55	60	61	66
Cases Requiring Final Adjudication **	2,651	2,880	2,938	3,196

Note: Due to rounding, numbers may not match calculations precisely.

I. SURGE PROJECTIONS

A. WORK PROCESSING SURGE PROJECTIONS

*FY 2007 = 11,500 cases

*FY 2008 = 12,650

*FY 2009 = 12,650

*FY 2010 = 13,915

@FY 2011 = 15,042

@FY 2012 = 16,261

@FY 2013 = 17,578

@FY 2011, 2012, 2013 projections calculated at 8.1% per year

See **** below for how % increase was obtained

*Fiscal Year (FY)

This BPA may be used to support lock box case workload as Government staffing and workload demands, at the option of the Government. Lockbox Workload totals approximately 40,000 fingerprint results per year.

A1. Work Processing Group Projections

FISCAL YEAR	Cases	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
2009	12650	1000	1500	3825	3825	1500	1000						
2010	13915	1000	1750	4200	4215	1750	1000						
2011	15042	1000	2000	4500	4542	2000	1000						
2012	16261	1000	2250	4861	4900	2250	1000						
2013	17578	1000	2500	5300	5278	2500	1000						

B. PRE-SCREEN SURGE PROJECTIONS

B1. PRE-SCREEN SURGE PROJECTIONS

a. FISCAL YEAR	b. Monthly Surge Pre-screen ^	c. Monthly Pre-screen No Issues (All Cases)^ [^]	d. Monthly Pre-screen No Issues (Non- Surge)^ ^{^^}	e. Monthly Pre-screen No Issues Surge (c – d)	f. Monthly Pre-screen Issues (All Cases)^ ^{^^^}	g. Monthly Pre-screen Issues (Non- Surge)^ ^{^^^}	h. Monthly Pre- screen Issues Surge (f – g)
2007	1971	2596	871	1725	234	78	156
2008	2108	2820	923	1897	254	83	171
2009	2108	2878	980	1898	259	88	171
2010	2319	3130	1043	2087	282	94	188
2011	2507	3383@	1127@	2256	305@	102@	203
2012	2710	3658@	1219@	2439	330@	110@	220
2013	2929	3954@	1318@	2636	356@	119@	237

@FY 2011, 2012, 2013 projections calculated at 8.1% per year
See ***** below for how % increase was obtained

B2. PRE-SCREEN SURGE PROJECTIONS NOT REQUIRING DUE PROCESS (NO ISSUES)

FISCAL YEAR	AVERAGE PER MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
2009	1898	500 1500	1000 2500	1500 3000	1500 3000	1500 3000	500 1500						
2010	2087	500 1500	1000 2500	2000 3250	2000 3250	1500 2500	500 1500						
2011	2256	1000 2000	2000 3000	2500 3500	2500 3500	2000 3000	1000 2000						
2012	2439	1000 2000	2000 3000	2500 3500	2500 3500	2000 3000	1000 2000						
2013	2636	1500 2500	2000 3000	3000 4000	3000 4000	2000 3000	1500 2500						

B3. PRE-SCREEN SURGE PROJECTIONS REQUIRING DUE PROCESS (ISSUES)

FISCAL YEAR	AVERAGE PER MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
2009	171	50 150	100 200	150 250	150 250	100 200	50 150						
2010	188	50 150	100 200	150 250	150 250	100 200	50 150						
2011	203	50 150	100 200	150 250	150 250	100 200	50 150						
2012	220	100 200	150 250	200 300	200 300	150 250	100 200						
2013	237	100 200	150 250	200 300	200 300	150 250	100 200						

C. FINAL ADJUDICATION SURGE PROJECTIONS

C1. FINAL ADJUDICATION SURGE PROJECTIONS

a. FISCAL YEAR	b. TOTAL ADJUDICATIONS PER MONTH INCLUDING SURGE	c. ADJUD. PER MONTH NON- SURGE	d. ADJUD. PER MONTH SURGE ONLY (b – c)	e. ADJUD. REQUIRING DUE PROCESS PER MONTH SURGE ONLY (d x 6.7%)	f. ADJUD. REQUIRING DUE PROCESS PER MONTH SURGE ONLY (d x 13.2%)
2007	2651**	889***	1762	118	232
2008	2880**	942***	1938	130	256
2009	2938**	1001***	1937	130	256
2010	3196**	1065***	2131	143	281
2011	3455****	1151	2304	154	304
2012	3735	1245	2490	167	329
2013	4037	1345	2692	180	355

**** FY 2011, 2012, 2013 projections calculated:
 (FY 2010)3196 – (FY 2009) 2938 = 258/3196 = 8.1% increase per year

C2. FINAL ADJUDICATION SURGE PROJECTIONS

FISCAL YEAR	RANGE PER MONTH	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
2009	130 – 256		130	130	200	200	256	256					
2010	143 – 281		143	143	200	200	281	281					
2011	154 – 304		154	154	200	250	304	304					
2012	167 – 329		167	167	200	250	329	329					
2013	180 - 355		180	180	200	300	355	355					

ATTACHMENT 6 – Sample Task Orders

6a. Work Processing Group (WPG) SAMPLE TASK ORDER

Sample Task Surge Work Work Processing Group (WPG)

1.0 Background

The Internal Revenue Service, (IRS), Agency-Wide Shared Services (AWSS), Personnel Security and Investigations (PS&I) Office is seeking assistance in performing work processing activities for background investigations on government employees and contract employees.

Specifically, PS&I requires immediate support in processing 12,650 employee and contractor background investigations. The IRS PS&I function is responsible for processing requests for background investigations for both government and contractor personnel. These functions include collecting and maintaining personal information, conducting investigations and performing adjudications, as well as managing related records.

PSI currently uses two technology systems to support this process. E-QIP (Electronic Questionnaires for Investigations Processing), the Government wide system used by most Federal agencies to facilitate application for background investigations and clearances, and an internally developed system to perform case management, Automated Background Investigation System (ABIS). Users of e-QIP are able to request an employee or a contractor investigation, check the status of an existing investigation request, and download forms. Users of ABIS are able to perform investigation steps, update and check the status of such steps of the investigation, perform adjudicative processing steps to complete the investigation, and download forms and data relative to an investigation.

Attachment 1 contains flowcharts which depict the PS&I WPG processes for employee and contractor investigations. WPG personnel are responsible for initiating the pre-screen adjudication case preparation, including scanning and attaching documents into the e-QIP system and pre-screen adjudication checks. WPG Personnel will also be responsible for initiating e-QIP invitations to applicants and post-investigation adjudication preparation by scanning completed investigations files into PS&I's internal case management system (ABIS) for review and records retention.

2.0 Objective

This project will provide support for surge work initiatives requiring 12,650 processings related to low risk investigations on tax filing season employees (12,000) and moderate risk investigations on other employees and/or contractors (650).

3.0 Government Furnished Information

IRS will provide the following information, access, and training:

- Shared office space, including utilities and mechanical maintenance, as provided under leases and service agreements in effect during this contract at the PS&I Florence, KY location. The PS&I Florence, KY office is generally open 6:00am to 5:30pm, Monday through Friday, excluding Federal holidays. The exact amount of space available for Contractor use will be determined based on the Contractor's staffing needs and the amount of available PS&I office space, 12 to 15 Contractor personnel.
- Contractor personnel will be issued identification badges and will be expected to travel within the local commuting area for issuance of the badge. Contractor personnel will be expected to wear their assigned badge at all times while in IRS facilities. Contractor personnel will be allowed to remove their assigned photo identification (ID) badge from the building; however, if the contractor employee separates, the Contractor will be required to ensure that the badge is returned to PS&I; within 3 calendar days of separation.
- Telephone service, office supplies, office furniture, document reproduction, facsimiles, printers, desktop or laptop computers, and software necessary to perform PS&I work at the

aforementioned locale will be provided only to the extent needed to perform work assignments. Any special needs equipment must be provided by the Contractor. No government furnished products or property shall be removed from PS&I property without the consent of the Contracting Officer's Technical Representative (COTR).

- Preprinted forms, including case folders and other printed materials necessary for case processing.
- Relevant agency regulations, policies, and procedures.
- Electronic data linkage to databases determined by PS&I to be necessary to complete work under this contract.
- Limited on the job training for tasks specifically related to PS&I WPG work and support.
- Approximately four (4) hours of training for contractor employees on IRS information systems to facilitate data entry relative to investigation processing. Training will be provided at the PS&I Florence, KY office on a mutually agreed upon date.

The Contractor shall provide a system of notifying PS&I when it needs more supplies as listed in this Task Order. PS&I will maintain in good working order all property furnished under this contract.

4.0 Requirements

The Contractor shall supply to PS&I, a team of onsite support personnel to provide WPG (clerical and administrative) support.

4.1 Qualifications

The Contractor shall certify that all personnel that will perform work under this contract have the appropriate qualifications for their position. By submitting the individual's name for consideration for work under this contract, the Contractor certifies that the individual's qualifications meet the contract requirements for that position. The Contractor shall maintain, for the life of the contract, a resume or a record of the individual's qualifications and make such information available for inspection by the COTR or COTR's designee upon request. PS&I may audit the contractor to verify that the individual's qualifications meet the contract requirements.

The following general qualifications are required for all personnel performing WPG tasks:

- Experience in any administrative, professional, technical or investigative work;
- Experience in substantial and relevant secretarial, clerical, or other responsible work;
- Proficiency in entering data and maintaining records in the order specified (e.g. alphabetical, chronological, or numerical);
- Have basic math skills;
- Ability to perform multiple complex administrative duties concurrently.

4.2 Duties

WPG Personnel will:

- Conduct pre-screen checks prior to adjudication (to include, but not limited to: Citizenship, Selective Service, Federal Tax Check, FBI Fingerprint (FBIF) Results/OPM Security Investigations Index (SII), Credit Check, Personnel Investigations Processing System (PIPS), Automated Labor and Employee Relations Tracking System (ALERTS), Investigation type;
- Scan case documents, and attach to e-QIP, and case management system as needed;
- Interface with customers during initial submission of paperwork;
- Work with applicants, and/or points of contact (HCO, COTRs) on case prep issues (e.g., missing signature scans, missing documents, etc.);
- Interface with PS&I personnel to close feedback loop around common root causes;
- Receive, open, and sort mail;
- Scan OPM closed/closed-pending cases;
- Attach e-QIP/pre-screen adjudication materials;
- Perform database lookups as needed;
- Handle/sort all incoming case information;
- Perform other similar duties as assigned.

Specific work requirements relative to WPG include, but are not limited to:

- Reviewing Reports of Investigation (ROIs), Standard Form (SF) 85, SF 85P, and SF 86 (including attachments);
- Sending case messages and updating ABIS (or any other relevant information system database at the direction of PS&I);
- Telephonic contact with PS&I field investigators, OPM, or other customers;
- Minor revisions to ROIs;
- Case closeout processing of both fieldwork and non-fieldwork type cases;
- Background investigation case upgrades/downgrades;
- Changing case requirements/service;
- Case suspension/discontinue processing;
- Deficient case processing;
- Notifying PS&I of serious issues developed;
- Re-opening cases suspended/discontinued plus any scheduling and review/close procedures that result in such re-openings;
- Making calls to check the status of investigations;
- Providing input regarding changes to operating manuals and instructions;
- Other clerical support and miscellaneous functions related to the aforementioned components of this contract (ex: photocopying, faxing, material assembly, etc.);
- Properly updating and correcting investigative data in ABIS or any other relevant information system/database at the direction of PS&I (at a minimum of 31 data elements per case);
- Processing/reviewing all information/documentation obtained during the course of the background investigation process;
- Re-opening items, processing discontinue/suspension requests and making recommendations to PS&I employees for verification, and receiving/processing derogatory issue notifications;
- Receiving verbal notification from PS&I or OPM field investigators regarding background investigation case matters and referring such information to appropriate PS&I personnel;
- Reviewing pending case files upon request from PS&I or OPM (such as in the case of, but not limited to, Freedom of Information Act (FOIA) requests by subject of investigation);
- Processing case material received after a case is closed (e.g., stragglers);
- Investigative file corrections per PS&I guidance;
- Preparing statistical reports for PS&I analysis;
- Responding to telephone or written inquiries on routine matters, pending case questions, and status requests;
- Providing clerical support including case control, closing, and mailing;
- Scheduling additional work as requested by PS&I as case evolves.

4.3 Investigation Processing to Support Tax Filing Season Surge Work (Low Risk Investigations) – Quantity and Work Schedule

Date	Cases
10/1/08 – 10/15/08	1000
11/1/08 - 11/15/08	2000
12/1/08 – 12/15/08	3000
1/1/09 – 1/15/09	3000
2/1/09 – 2/15/09	2000
3/1/09 – 3/15/09	1000

Work quantities in this sub-task may not exceed the 12,000 case totals unless approved in advance by the Contracting Officer. Work quantities may be shifted between weeks only if mutually agreed upon in writing by the Government Task Manager and designated Contractor representative.

4.4 Investigation Processing to Support Employee/Contractor Hiring Surge (Moderate Risk Investigations) – Quantity and Work Schedule

Date	Cases
10/1/08 – 10/15/08	50
11/1/08 – 11/15/08	200
12/1/08 – 12/15/08	100
1/1/09 – 1/15/09	150
2/1/09 – 2/15/09	100
3/1/09 – 3/15/09	50

Work quantities in this sub-task may not exceed the 650 case totals unless approved in advance by the Contracting Officer. Work quantities may be shifted between weeks only if mutually agreed upon in writing by the Government Task Manager and designated Contractor representative.

4.5 Work Quality

PS&I will monitor the quality, timeliness, productivity, and performance of all contract requirements through a random sample review of all types of cases, as well as the use of Contractor provided data, or any other method PS&I deems necessary.

The review of a case will be considered deficient when a case is closed or closed pending that does not meet PS&I standards in Attachment 2. PS&I will record these deficiencies in ABIS or other PS&I approved systems and notify the Contractor of deficiencies within two (2) business days.

The Contractor shall maintain a Quality Control Plan to ensure that all products submitted to PS&I conform to contract requirements and investigative standards. The Contractor shall submit their Quality Control Plan as part of the Contractor's proposal

If the Contractor identifies a case that is determined to be deficient or inadequate and requiring correction in order to complete the investigation processing steps at hand, the Contractor shall notify PS&I identifying what needs to be corrected in order to complete the investigation processing. The Contractor shall annotate such information in ABIS or other PS&I approved systems. The Contractor shall be responsible for reopening items in ABIS or other PS&I approved systems when necessary and updating the appropriate database for tracking case deficiencies. The Contractor shall refer all cases deemed deficient to PS&I for approval prior to requesting any rework. Any deficiencies will be reviewed by PS&I. PS&I will verify or refute the request and return it to the Contractor for the Contractor to handle through investigation processing closing. PS&I will not be billed by the Contractor for re-review of investigations with deficiencies.

Investigations or portions of investigations PS&I determines to be deficient or requiring revisions at any time will be returned to the Contractor for corrective action. At no additional cost, the Contractor shall bring the work into compliance with applicable investigative and adjudicative standards, practices, and quality as defined by the standards in Attachment 2. The accuracy rate will be determined by the total number of cases handled by the contractor during the rating period against the total number of cases determined to be deficient from random review identified during the rating period.

	Measurement Method	Quality	Minimum Performance Standard	Rating Period
Work Processing Group Support	Random Sample of all cases	WPG support functions will be accurate based on PS&I standards specified in Attachment 2	97%	Monthly

4.6 Timeliness Requirements

PS&I will monitor the timeliness of the Contractor's case closing as well as the other processes outlined below. The Contractor shall maintain timeliness throughout the life of the contract.

Activities will be measured from the time work is assigned to the Contractor until the time work is completed and accepted as completed by PS&I personnel. If work does not meet PS&I review standards, the work will be returned to the Contractor for correction. ABIS or other PS&I approved systems will then be updated appropriately to reflect such.

All WPG work must be satisfactorily completed by the contractor and accepted by PS&I within two (2) business days of receipt of such work by the Contractor.

All WPG work required by the Contractor after corrections (deficient or adequate with corrections) must be completed within one (1) business day of the Contractor being notified of such needed corrections.

The Contractor shall process/complete all WPG case material (stragglers) received after the case has been closed within one (1) business day of receipt of such material.

The Contractor shall respond to telephone inquiries regarding the WPG items that they are working. The Contractor shall respond to voice mail and e-mail messages regarding WPG items they are working. The Contractor shall respond to inquiries/messages within one (1) business day of those inquiries/messages being made.

The Contractor shall meet all aforementioned timeliness standards 95% of the time. No timeliness standard shall exceed twice the aforementioned timeliness standards 100% of the time.

	Measurement Method	Minimum Performance Standard	Rating Period
Work Processing Group Support	Random Sample of all cases	2 business days	Monthly

5.0 Incentives/Disincentives

The Government will apply incentives and disincentives under this task order, based on the Contractor's performance. If the Contractor significantly exceeds the quality and timeliness measures, a payment incentive will be applied. If the Contractor fails to meet any of the minimum quality or timeliness standards as set in Section 4.5 and 4.6, a disincentive will be applied.

The Government will apply incentives and disincentives under this task order as follows:

- Average Timeliness and Quality Incentives (measured monthly)
 - Two (2) business day timeliness requirement for WPG work- For any month of service under this task order where the average WPG timeliness for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring) is 1.5 days or less, the Government will apply a payment incentive of 5% of the associated monthly billing.
 - 97% quality standard- For any month of service under this task order where the average service quality for all Contractor completed WPG work is 99% or better for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring), the Government will apply a payment incentive of 5% of the associated monthly billing.
- Average Timeliness and Quality Disincentives (measured monthly)

- Two (2) business day timeliness requirement for WPG work- For any month of service under this task order where the average WPG timeliness for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring) is 2.5 days or more, the Government will apply a payment reduction of 5% of the associated monthly billing. For average monthly timeliness of three (3) days or more, a 10% penalty will apply.
- 97% quality standard- For any month of service under this task order where the average service quality for all Contractor completed WPG work is 94% or less for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring), the Government will apply a payment reduction of 5% of the associated monthly billing. For average monthly service quality of 90% or less, a 10% payment reduction will be applied.

6.0 Tasks - Required product(s), due date(s), and specific acceptance criteria:

The Contractor shall address how it would perform each of these tasks. The Contractor shall provide costs for tax filing season and employee/contractor hiring case qualities specified in Section 4.3 and 4.4 separately in their proposal.

- 6.0.1 Schedule and attend orientation briefing for PS&I
- 6.0.2 Attend initial PS&I orientation
- 6.0.3 Provide Information/Documentation to allow PS&I to conduct Contactor employee investigations
- 6.0.4 Provide personnel to perform duties as described in Section 4
- 6.0.5 Complete WPG activities as described in Sections 4
- 6.0.6 Conduct conference calls/meetings with PS&I Task Managers to review task activities and status
- 6.0.7 Provide Program Management Status Report as outlined in BPA
- 6.0.8 Provide Pending Workload Report as outlined in BPA
- 6.0.9 Provide Quality Control Report as outlined in BPA
- 6.0.10 Provide Miscellaneous Reports as outlined in BPA

The Contractor may start tasks prior to the “Minimum Start” dates.

Task	Minimum Start	Minimum Delivery
6.0.1	A + 3	A + 5
6.0.2	A + 3	A + 5
6.0.3	A + 3	A + 5
6.0.4	A + 3	A + 5
6.0.5	Date Cases Provided + 1	Date Cases Provided + 2
6.0.6	N/A	Tuesday of each week
6.0.7	N/A	Fifth day of each month for prior month
6.0.8	N/A	Tuesday of each week for prior week
6.0.9	N/A	Fifth day of each month for prior month
6.0.10	N/A	As specified by PS&I

A=Task Order Award. Unless specified, all timeframes are in business days.

The Government acceptance criteria for documents developed under this work request are:

- Accuracy - Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.

- Clarity - Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand and relevant to the supporting narrative.
- Specifications Validity - All deliverables must satisfy the requirements of the Government as specified herein.
- File Editing - All text and diagrammatic files shall be editable by the Government.
- Format - Deliverables shall be submitted in hard copy (where applicable) and electronically. Hard copy formats shall follow IRS Directives and shall be consistent with other similar efforts.
- Timeliness - Deliverables shall be submitted on or before the due date specified in this work request, or submitted in accordance with a later scheduled date determined by the Government Project Manager.

7.0 PRICING

The pricing structure for this Task Order will be awarded utilizing a Labor Hours (cost per hour for each labor category) structure.

8.0 Performance Site(s)

PS&I facility, Florence, Kentucky

9.0 Due Date For Contractor Proposal:

ISSUANCE OF WORK REQUEST:

_____	_____
<i>COTR</i>	<i>DATE</i>

_____	_____
<i>IRS TASK REPRESENTATIVE</i>	<i>DATE</i>

_____	_____
<i>CONTRACTOR PROJECT MANAGER</i>	<i>DATE</i>

COMPLETION OF WORK REQUEST:

_____	_____
<i>COTR</i>	<i>DATE</i>

_____	_____
<i>IRS TASK REPRESENTATIVE</i>	<i>DATE</i>

_____	_____
<i>CONTRACTOR PROJECT MANAGER</i>	<i>DATE</i>

6b. Pre-screen Adjudication Group (PSAG) SAMPLE TASK ORDER

Sample Task Surge Work Pre-Screen Adjudication Group (PSAG)

1.0 **Background**

The Internal Revenue Service (IRS), Agency-Wide Shared Services (AWSS), Personnel Security and Investigations (PS&I) Office is seeking assistance in performing pre-screening for background investigations on government employees and contract employees.

Specifically, PS&I requires immediate support in pre-screening 12,650 employees and contractor background investigations. The IRS PS&I function is responsible for processing requests for background investigations for both government and contractor personnel. These functions include collecting and maintaining personal information, conducting investigations and performing adjudications, as well as managing related records.

Attachment 1 contains flowcharts which depict the PS&I pre-screen processes for potential employees and contractors. PSAG provides a quick view of the various checks anticipated to be run on applicants depending on the risk level of the position for which they are applying or being re-evaluated. These checks include, but are not be limited to: Citizenship; Selective Service; Tax Check; FBI Fingerprint (FBIF) Results/OPM Security Investigations Index (SII), Credit Check, Personnel Investigations Processing System (PIPS), Automated Labor and Employee Relations Tracking System (ALERTS), and Investigation type.

PSI currently uses two technology systems to support this process. E-QIP (Electronic Questionnaires for Investigations Processing), the Government wide system used by most Federal agencies to facilitate application for background investigations and clearances, and an internally developed system to perform case management, Automated Background Investigation System (ABIS). Users of e-QIP are able to request an employee or a contractor investigation, check the status of an existing investigation request, and download forms. Users of ABIS are able to perform investigation steps, update and check the status of such steps of the investigation, perform adjudicative processing steps to complete the investigation, and download forms and data relative to an investigation.

2.0 **Objective**

This project will provide support for surge work initiatives requiring 12,650 pre-screenings related to low risk investigations on tax filing season employees (12,000) and moderate risk investigations on other employees and/or contractors (650).

3.0 **Government Furnished Information**

IRS will provide the following information, access, and training:

- Office space, including utilities and mechanical maintenance, as provided under leases and service agreements in effect during this contract at PS&I locales. The PS&I Florence, KY office and the PS&I New Carrollton/Lanham, MD office are generally open 6:00am to 5:30pm, Monday through Friday, excluding Federal holidays. The exact amount of space available for Contractor use will be determined based on the Contractor's staffing needs and the amount of available PS&I office space, 12 - 15 Contractor personnel.
- Contractor personnel will be issued identification (ID) badges and will be expected to travel within the local commuting area for issuance of the badge. Contractor personnel will be expected to wear their assigned badge at all times while in IRS facilities. Contractor personnel will be allowed to remove their assigned photo ID badge from the building; however, if the contractor employee separates, the Contractor will be required to ensure that the badge is returned to PS&I.
- Telephone service, office supplies, office furniture, document reproduction, facsimiles, printers, desktop or laptop computers, and software necessary to perform PS&I work at the

two aforementioned locales will be provided only to the extent needed to perform work assignments. Any special needs equipment must be provided by the Contractor. No government furnished products or property shall be removed from PS&I property without the consent of the Contracting Officer's Technical Representative (COTR).

- Preprinted forms, including case folders and other printed materials necessary for case processing.
- Relevant agency regulations, policies, and procedures.
- Electronic data linkage to databases determined by PS&I to be necessary to complete work under this contract.
- Limited on the job training for tasks specifically related to PS&I PSAG work and support.
- Approximately four (4) hours of training for contractor employees on IRS pre-screening information systems to facilitate data entry of pre-screening results. Training will be provided at the PS&I Florence, KY office on a mutually agreed upon date.
- The Government will not provide training related to background investigation adjudication.

The Contractor shall provide a system of notifying PS&I when it needs more supplies as listed in this Task Order. PS&I will maintain in good working order all property furnished under this contract.

4.0 Requirements

The Contractor shall supply to PS&I onsite adjudicators to provide Pre-screen Adjudication Recommendations to PS&I.

4.1 Qualifications

The Contractor shall certify that all personnel that will perform work under this contract have the appropriate qualifications for their position and have completed the required training, as defined below. By submitting the individual's name for consideration for work under this contract, the Contractor certifies that the individual's qualifications meet the contract requirements for that position. The Contractor shall maintain, for the life of the contract, a resume or a record of the individual's qualifications and make such information available for inspection by the COTR or COTR's designee upon request. PS&I may audit the contractor to verify that the individual's qualifications meet the contract requirements.

The following general qualifications are required for all personnel performing PSAG tasks:

- Successful completion of adjudicative training relative to:
 - Determining suitability for Federal employment; and,
 - Training completed by a certified course offered by the federal government and/or from an approved OPM certified trainer.
- Knowledge of laws, OPM guidelines, personnel security and suitability standards, and other agency investigation procedures, including debarment, and merit fraud.
- Knowledge of theories, principles and practices of various suitability disciplines.
- Knowledge of personnel security and suitability training, program assessments and implementation, management evaluation, and interviewing techniques, in the support of the agency Personnel Security and Suitability operations.
- Knowledge of CFR 731, 732 and 315 to analyze and adjudicate personnel security investigations.
- Knowledge of principles of position sensitivity and risk designation.

4.2 Duties

The Contractor shall:

- Review, analyze, and evaluate background investigation applications submitted by IRS, Treasury Bureau, other federal agencies, contractors, applicants, and employees;
- Establish and ensure compliance with agency wide program requirements, policies, procedures, and guidelines;
- Review, evaluate, and document, following the Adjudicative Desk Reference, and propose adjudicative actions based on the review of the background investigation applications and the results of the pre-screening checks;

- Make recommendations regarding which agency positions require prospective employees to meet varying security standards set forth in E.O. 10450; Treasury Security Manual, IRS Internal Revenue Manual;
- Document adjudicative findings in IRS electronic systems (at a minimum of 15 data elements per case), citing appropriate legal and regulatory citations;
- Perform other similar duties as defined.

4.3 Pre-screening to Support Tax Filing Season Surge Work (Low Risk Investigations) - Quantity and Work Schedule

The Contractor shall conduct and document pre-screening of background investigation cases for 12,000 potential IRS employees - low risk investigations. The Government will provide background investigation cases (in electronic form) to be pre-screened on the following schedule:

Date	Cases
10/1/08 – 10/15/08	1000
11/1/08 – 11/15/08	2000
12/1/08 – 12/15/08	3000
1/1/09 – 1/15/09	3000
2/1/09 – 2/15/09	2000
3/1/09 – 3/15/09	1000

Work quantities in this sub-task may not exceed the 12,000 case totals unless approved in advance by the Contracting Officer. Work quantities may be shifted between weeks only if mutually agreed upon in writing by the Government Task Manager and designated Contractor representative.

4.4 Pre-screening to Support Employee/Contractor Hiring Surge Work (Moderate Risk Investigations) - Quantity and Work Schedule

The Contractor shall conduct and document pre-screening of background investigation cases for 650 potential IRS employees and/or contractors – moderate risk investigations. The Government will provide background investigation cases (in electronic form) to be pre-screened on the following schedule:

Date	Cases
10/1/08 – 10/15/08	50
11/1/08 – 11/15/08	200
12/1/08 – 12/15/08	100

1/1/09 – 1/15/09	150
2/1/09 – 2/15/09	100
3/1/09 – 3/15/09	50

Work quantities in this sub-task may not exceed the 650 case totals unless approved in advance by the Contracting Officer. Work quantities may be shifted between weeks only if mutually agreed upon in writing by the Government Task Manager and designated Contractor representative.

4.5 Work Quality

PS&I will monitor the quality, timeliness, productivity, and performance of all contract requirements through a random sample review of all types of cases, as well as the use of Contractor provided data, or any other method PS&I deems necessary.

The review of a case will be considered deficient when a case is closed or closed pending that does not meet PS&I standards in Attachment 2. PS&I will record these deficiencies in ABIS or other PS&I approved systems and notify the Contractor of deficiencies within two (2) business days.

The Contractor shall maintain a Quality Control Plan to ensure that all products submitted to PS&I conform to contract requirements and investigative standards. The Contractor shall submit their Quality Control Plan as part of the Contractor's proposal

If the Contractor identifies a case that is determined to be deficient or inadequate and requiring correction in order to make a pre-screening adjudication recommendation, the Contractor shall notify PS&I identifying what needs to be corrected in order to make such a recommendation. The Contractor shall annotate such information in ABIS or other PS&I approved systems. The Contractor shall be responsible for reopening items in ABIS or other PS&I approved systems when necessary and updating the appropriate database for tracking case deficiencies. The Contractor shall refer all cases deemed deficient to PS&I for approval prior to requesting any rework. Any deficiencies will be reviewed by PS&I. PS&I will verify or refute the request and return it to the Contractor for the Contractor to handle through PSAG closing. PS&I will not be billed by the Contractor for re-review of investigations with deficiencies.

Investigations or portions of investigations PS&I determines to be deficient or requiring revisions at any time will be returned to the Contractor for corrective action. At no additional cost, the Contractor shall bring the work into compliance with applicable investigative and adjudicative standards, practices, and quality as defined by the standards in Attachment 2. The accuracy rate will be determined by the total number of cases handled by the contractor during the rating period against the total number of cases determined to be deficient from random review identified during the rating period.

	Measurement Method	Quality	Minimum Performance Standard	Rating Period
Pre-Screen Suitability Adjudications	Random Sample of all cases found Suitable 100% Inspection of cases containing Unsuitable Issues	Suitability determinations will be accurate, based on OPM and IRS standards.	97 %	Monthly

4.6 Timeliness Requirements

PS&I will monitor the timeliness of the Contractor's case closing as well as the other processes outlined below. The Contractor shall maintain timeliness throughout the life of the contract.

Activities will be measured from the time work is assigned to the Contractor until the time work is completed and accepted as completed by IRS personnel. If work does not meet PS&I review standards, the work will be returned to the Contractor for correction. ABIS or other PS&I approved systems will then be updated appropriately to reflect such.

All PSAG work must be satisfactorily completed by the contractor and accepted by PS&I within two (2) business days of receipt of such work by the Contractor.

The Contractor shall provide to PS&I written and complete notification within one (1) business day of substantial or major issues being discovered.

All PSAG work required by the Contractor after corrections (deficient or adequate with corrections) must be completed within one (1) business day of the Contractor being notified of such needed corrections.

The Contractor shall process/complete all PSAG case material (stragglers) received after the case has been closed within one (1) business day of receipt of such material.

The Contractor shall respond to telephone, voice mail and email inquiries and messages regarding all PSAG items that they are working. The Contractor shall respond to inquiries/messages within one (1) business day of those inquiries/messages being made.

The Contractor shall meet all aforementioned timeliness standards 95% of the time. No timeliness standard shall exceed twice the aforementioned timeliness standards 100% of the time.

	Measurement Method	Minimum Performance Standard	Rating Period
Pre-screen Suitability Adjudications	Random Sample of all cases found Suitable 100% Inspection of cases containing Unsuitable Issues	2 business days	Monthly

5.0 Incentives/Disincentives

The Government will apply incentives and disincentives under this task order, based on the Contractor's performance. If the Contractor significantly exceeds the quality and timeliness measures, a payment incentive will be applied. If the Contractor fails to meet any of the minimum quality or timeliness standards as set in Section 4.5 and 4.6, a disincentive will be applied.

The Government will apply incentives and disincentives under this task order as follows:

- Average Timeliness and Quality Incentives (measured monthly)
 - Two (2) business day timeliness requirement for PSAG work- For any month of service under this task order where the average PSAG timeliness for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring) is 1.5 days or less, the Government will apply a payment incentive of 5% of the associated monthly billing.
 - 97% quality standard- For any month of service under this task order where the average service quality for all Contractor completed pre-screenings is 99% or better for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring); the Government will apply a payment incentive of 5% of the associated monthly billing.
- Average Timeliness and Quality Disincentives (measured monthly)
 - Two (2) business day timeliness requirement for PSAG work- For any month of service under this task order where the average PSAG timeliness for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring) is 2.5 days or more, the Government will apply a payment reduction of 5% of the associated monthly billing. For average monthly timeliness of three (3) days or more, a 10% penalty will apply.
 - 97% quality standard- For any month of service under this task order where the average service quality for all Contractor completed pre-screenings is 94% or less for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring); the Government will apply a payment reduction of 5% of the associated monthly billing. For average monthly service quality of 90% or less, a 10% payment reduction will be applied.

6.0 Tasks - Required product(s), due date(s), and specific acceptance criteria:

The Contractor shall address how it would perform each of these tasks. The Contractor shall provide costs for tax filing season and employee/contractor hiring case qualities specified in Section 4.3 and 4.4 separately in their proposal.

- 6.0.1 Schedule and attend orientation briefing for PS&I
- 6.0.2 Attend initial PS&I orientation
- 6.0.3 Provide Information/Documentation to allow PS&I to conduct Contractor employee investigations
- 6.0.4 Provide personnel to perform duties as described in Section 4
- 6.0.5 Complete PSAG activities as described in Sections 4
- 6.0.6 Conduct conference calls/meetings with PS&I Task Managers to review task activities and status
- 6.0.7 Provide Program Management Status Report as outlined in BPA
- 6.0.8 Provide Pending Workload Report as outlined in BPA
- 6.0.9 Provide Quality Control Report as outlined in BPA
- 6.0.10 Provide Miscellaneous Reports as outlined in BPA

The Contractor may start tasks prior to the “Minimum Start” dates.

Task	Minimum Start	Minimum Delivery
6.0.1	A + 3	A + 5
6.0.2	A + 3	A + 5
6.0.3	A + 3	A + 5
6.0.4	A + 3	A + 5
6.0.5	Date Cases Provided + 1	Date Cases Provided + 2
6.0.6	N/A	Tuesday of each week
6.0.7	N/A	Fifth day of each month for prior month
6.0.8	N/A	Tuesday of each week for prior week
6.0.9	N/A	Fifth day of each month for prior month
6.0.10	N/A	As specified by PS&I

A=Task Order Award. Unless specified, all timeframes are in business days.

The Government acceptance criteria for documents developed under this work request are:

- Accuracy - Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand and relevant to the supporting narrative.
- Specifications Validity - All deliverables must satisfy the requirements of the Government as specified herein.
- File Editing - All text and diagrammatic files shall be editable by the Government.
- Format - Deliverables shall be submitted in hard copy (where applicable) and electronically. Hard copy formats shall follow IRS Directives and shall be consistent with other similar efforts.
- Timeliness - Deliverables shall be submitted on or before the due date specified in this work request, or submitted in accordance with a later scheduled date determined by the Government Project Manager.

7.0 PRICING

The pricing structure for this Task Order will be awarded utilizing a Fixed Price structure (cost per completed adjudicated case). Contractor shall breakdown Fixed Price structure to include pricing for each labor category included in the formulation of the Fixed Price.

8.0 Performance Site(s)

Principal place(s) of work:

- PS&I facility, Florence, Kentucky
- PS&I facility, New Carrollton/Lanham, Maryland

Refer to Government Furnished section

6c. Post-Investigation Adjudication Group (PIAG)

Sample Task Surge Work Post-Investigation Adjudication Group (PIAG)

1.0 Background

The Internal Revenue Service, (IRS), Agency-Wide Shared Services (AWSS), Personnel Security and Investigations (PS&I) Office is seeking assistance in performing pre-screening for background investigations on government employees and contract employees.

Specifically, PS&I requires immediate support in post-investigation adjudication of 1000 employee and contractor background investigations. The IRS PS&I function is responsible for processing requests for background investigations for both government and contractor personnel. These functions include collecting and maintaining personal information, conducting investigations and performing adjudications, as well as managing related records.

PIAG personnel review, analyze, and evaluate background investigation applications and recommend adjudicative action and provide supporting documentation on completed personnel security investigations.

Attachment 1 contains flowcharts which depict the PS&I post-investigation adjudication processes for potential employees and contractors.

PSI currently uses an internally developed system to perform case management, Automated Background Investigation System (ABIS). Users of ABIS are able to perform investigation steps, update and check the status of such steps of the investigation, perform adjudicative processing steps to complete the investigation, and download forms and data relative to an investigation.

2.0 Objective

This project will provide support for surge work initiatives requiring 1000 post-investigation adjudication recommendations related to low risk investigations on tax filing season employees (800) and post-investigation adjudication recommendations related to moderate risk investigations on other employees and/or contractors (200).

3.0 Government Furnished Information

IRS will provide the following information, access, and training:

- Office space, including utilities and mechanical maintenance, as provided under leases and service agreements in effect during this contract at PS&I locales. The PS&I Florence, KY office and PS&I New Carrollton/Lanham, MD office are generally open 6:00am to 5:30pm, Monday through Friday, excluding Federal holidays. The exact amount of space available for Contractor use will be determined based on the Contractor's staffing needs and the amount of available PS&I office space, 12 - 15 Contractor personnel.
- Contractor personnel will be issued identification badges and will be expected to travel within the local commuting area for issuance of the badge. Contractor personnel will be expected to wear their assigned badge at all times while in IRS facilities. Contractor personnel will be allowed to remove their assigned photo ID badge from the building; however, if the contractor employee separates, the Contractor will be required to ensure that the badge is returned to PS&I.
- Telephone service, office supplies, office furniture, document reproduction, facsimiles, printers, desktop or laptop computers, and software necessary to perform PS&I work at the two aforementioned locales will be provided only to the extent needed to perform work assignments. Any special needs equipment must be provided by the Contractor. No government furnished products or property shall be removed from PS&I property without the consent of the Contracting Officer's Technical Representative (COTR).

- Preprinted forms, including case folders and other printed materials necessary for case processing.
- Relevant agency regulations, policies, and procedures.
- Electronic data linkage to databases determined by PS&I to be necessary to complete work under this contract.
- Limited on the job training for tasks specifically related to PS&I PIAG work and support.
- Approximately 4 hours of training for contractor employees on IRS post-investigation adjudication information systems to facilitate data entry of post-investigation adjudication results. Training will be provided at the PS&I Florence, KY office on a mutually agreed upon date.
- The Government will not provide training related to background investigation adjudication.

The Contractor shall provide a system of notifying PS&I when it needs more supplies as listed in this Task Order. PS&I will maintain in good working order all property furnished under this contract.

4.0 Requirements

The Contractor shall supply to PS&I onsite adjudicators to provide Post-Investigation Adjudication Recommendations to PS&I.

4.1 Qualifications

The Contractor shall certify that all personnel that will perform work under this contract have the appropriate qualifications for their position and have completed the required training, as defined below. By submitting the individual's name for consideration for work under this contract, the Contractor certifies that the individual's qualifications meet the contract requirements for that position. The Contractor shall maintain, for the life of the contract, a resume or a record of the individual's qualifications and make such information available for inspection by the COTR or COTR's designee upon request. PS&I may audit the contractor to verify that the individual's qualifications meet the contract requirements.

The following general qualifications are required for all personnel performing PIAG tasks:

- Successful completion of adjudicative training relative to:
 - Determining suitability for Federal employment; and,
 - Training completed by a certified course offered by the federal government and/or from an approved OPM certified trainer.
- Knowledge of laws, OPM guidelines, personnel security and suitability standards, and other agency investigation procedures, including debarment, and merit fraud.
- Knowledge of theories, principles and practices of various suitability disciplines.
- Knowledge of personnel security and suitability training, program assessments and implementation, management evaluation, and interviewing techniques, in the support of the agency Personnel Security and Suitability operations.
- Knowledge of CFR 731, 732 and 315 to analyze and adjudicate personnel security investigations.
- Knowledge of principles of position sensitivity and risk designation.

4.2 Duties

The Contractor shall:

- Review, analyze, and evaluate background investigation applications submitted by IRS, Treasury Bureau, other federal agencies, contractors, applicants and employees;
- Review, evaluate, and document, following the Adjudicative Desk Reference; and recommend adjudicative action on personnel security investigations, including portions of investigations conducted by OPM, FBI, Department of Defense (DoD), PS&I, and other investigative agencies;
- Make recommendations regarding which agency positions require prospective employees to meet the varying security standards set forth in E.O. 10450; Treasury Security Manual, and IRS Internal Revenue Manual;
- Document adjudicative findings in IRS electronic systems (at a minimum of 17 data elements per case), citing appropriate legal and regulatory citations;

- Perform other similar duties as defined.

4.3 Post-Investigation Adjudication to Support Tax Filing Season Surge Work (Low Risk Investigations) - Quantity and Work Schedule

The Contractor shall conduct and document post-investigation adjudication of background investigation cases for 800 IRS employees – low risk investigations. The Government will provide background investigation cases (in electronic form) requiring post-investigation adjudication on the following schedule:

Date	Cases
11/1/08 – 11/15/08	100
12/1/08 – 12/15/08	100
1/1/09 – 1/15/09	200
2/1/09 – 2/15/09	200
3/1/09 – 3/15/09	100
4/1/09 – 4/15/09	100

Work quantities in this sub-task may not exceed the 800 case total unless approved in advance by the Contracting Officer. Work quantities may be shifted between weeks only if mutually agreed upon in writing by the Government Task Manager and designated Contractor representative.

4.4 Post-investigation Adjudication to Support Employee/Contractor Hiring Surge Work (Moderate Risk Investigations) - Quantity and Work Schedule

The Contractor shall conduct and document post-investigation adjudication of background investigation cases for 200 IRS employees and/or contractors – moderate risk investigations. The Government will provide background investigation cases (in electronic form) requiring post-investigation adjudication on the following schedule:

Date	Cases
11/1/08 – 11/15/08	25
12/1/08 – 12/15/08	25

1/1/09 – 1/15/09	50
2/1/09 – 2/15/09	50
3/1/09 – 3/15/09	25
4/1/09 – 4/15/09	25

Work quantities in this sub-task may not exceed the 200 case total unless approved in advance by the Contracting Officer. Work quantities may be shifted between weeks only if mutually agreed upon in writing by the Government Task Manager and designated Contractor representative.

4.5 Work Quality

PS&I will monitor the quality, timeliness, productivity and performance of all contract requirements through a random sample review of all types of cases, as well as the use of Contractor provided data, or any other method PS&I deems necessary.

The review of a case will be considered deficient when a case is closed or closed pending that does not meet PS&I standards in Attachment 2. PS&I will record these deficiencies in ABIS or other PS&I approved systems and notify the Contractors of deficiencies within 2 business days.

The Contractor shall maintain a Quality Control Plan to ensure that all products submitted to PS&I conform to contract requirements and investigative standards. The Contractor shall submit their Quality Control Plan as part of the Contractor's proposal

If the Contractor identifies a case that is determined to be deficient or inadequate and requiring correction in order to make a post-investigation adjudication recommendation, the Contractor shall notify PS&I identifying what needs to be corrected in order to make such a recommendation. The Contractor shall annotate such information in ABIS or other PS&I approved systems. The Contractor shall be responsible for reopening items in ABIS or other PS&I approved systems when necessary and updating the appropriate database for tracking case deficiencies. The Contractor shall refer all cases deemed deficient to PS&I for approval prior to requesting any rework. Any deficiencies will be reviewed by PS&I. PS&I will verify or refute the request and return it to the Contractor to handle through closing. PS&I will not be billed by the Contractor for re-review of investigations with deficiencies.

Investigations or portions of investigations PS&I determines to be deficient or requiring revisions at any time will be returned to the Contractor for corrective action. At no additional cost, the Contractor shall bring the work into compliance with applicable investigative and adjudicative standards, practices, and quality as defined by the standards in Attachment 2. The accuracy rate will be determined by the total number of cases handled by the contractor during the rating period against the total number of cases determined to be deficient from random review identified during the rating period.

	Measurement Method	Quality	Minimum Performance Standard	Rating Period
Post-Investigation Suitability Adjudication Recommendations	Random Sample of all cases found Suitable 100% Inspection	Suitability determinations will be accurate, based on OPM and IRS	97 %	Monthly

	of cases containing Unsuitable Issues	standards.		
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4.6 Timeliness Requirements

PS&I will monitor the timeliness of the Contractor's case closing as well as the other processes outlined below. The Contractor shall maintain timeliness throughout the life of the contract.

Activities will be measured from the time work is assigned to the Contractor until the time work is completed and accepted as completed by IRS personnel. If work does not meet PS&I review standards, the work will be returned to the Contractor for correction. ABIS or other PS&I approved systems will then be updated appropriately to reflect such.

All PIAG work must be satisfactorily completed by the contractor and accepted by PS&I within five (5) business days of receipt of such work by the Contractor.

The Contractor shall provide to PS&I written and complete notification within one (1) business day of substantial or major issues being discovered.

The Contractor shall provide to PS&I written and complete notification within one (1) business day of discovery of any extra investigative coverage needed in order for the Contractor to make a post-investigation adjudication recommendation. Appropriateness of the extra investigative coverage will be subject to concurrence of PS&I. After PS&I concurrence is determined, the Contractor shall have five (5) business days upon receipt of the extra investigative coverage needed to make a post-investigation adjudication recommendation to PS&I via data entry into ABIS or other PS&I approved systems. The contractor shall notify PS&I of any significant delays resulting from untimely requested extra investigative coverage. If confirmed, PS&I will consider such cases in the overall timeliness rating for this contract. It will be the Contractor's responsibility to request such extra investigative coverage as needed.

All PIAG work required by the Contractor after corrections (deficient or adequate with corrections) must be completed within one (1) business day of the Contractor being notified of such needed corrections.

The Contractor shall process/complete all PIAG case material (stragglers) received after the case has been closed within one (1) business day of receipt of such material.

The Contractor shall respond to telephone, voice mail and email inquiries and messages regarding all PIAG items that they are working. The Contractor shall respond to inquiries/messages within one (1) business day of those inquiries/messages being made.

The Contractor shall meet all aforementioned timeliness standards 95% of the time. No timeliness standard shall exceed twice the aforementioned timeliness standards 100% of the time.

	Measurement Method	Minimum Performance Standard	Rating Period
Post-Investigation Suitability Adjudication Recommendations	Random Sample of all cases found Suitable 100% Inspection of cases	5 business days	Monthly

	containing Unsuitable Issues		
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5.0 Incentives/Disincentives

The Government will apply incentives and disincentives under this task order, based on the Contractor's performance. If the Contractor significantly exceeds the quality and timeliness measures, a payment incentive will be applied. If the Contractor fails to meet any of the minimum quality or timeliness standards as set in Section 4.5 and 4.6, a disincentive will be applied.

The Government will apply incentives and disincentives under this task order as follows:

- Average Timeliness and Quality Incentives (measured monthly)
 - Five (5) business day timeliness requirement for PIAG work- For any month of service under this task order where the average PIAG timeliness for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring) is three (3) days or less, the Government will apply a payment incentive of 5% of the associated monthly billing.
 - 97% quality standard- For any month of service under this task order where the average service quality for all Contractor completed post-investigation adjudication recommendations is 99% or better for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring), the Government will apply a payment incentive of 5% of the associated monthly billing.
- Average Timeliness and Quality Disincentives (measured monthly)
 - Five (5) business day timeliness requirement for PIAG work- For any month of service under this task order where the average PIAG timeliness for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring) is six (6) days or more, the Government will apply a payment reduction of 5% of the associated monthly billing. For average monthly timeliness of seven (7) days or more, a 10% penalty will apply.
 - 97% quality standard- For any month of service under this task order where the average service quality for all Contractor completed post-investigation adjudication recommendations is 94% or less for both sub-tasks (support for filing season low risk investigation hiring and support for employee/contractor moderate risk investigation hiring), the Government will apply a payment reduction of 5% of the associated monthly billing. For average monthly service quality of 90% or less, a 10% payment reduction will be applied.

6.0 Tasks - Required product(s), due date(s), and specific acceptance criteria:

The Contractor shall address how it would perform each of these tasks. The Contractor shall provide costs for tax filing season and employee/contractor hiring case qualities specified in Section 4.3 and 4.4 separately in their proposal.

- 6.0.1 Schedule and attend orientation briefing for PS&I
- 6.0.2 Attend initial PS&I orientation
- 6.0.3 Provide Information/Documentation to allow PS&I to conduct Contractor employee investigations
- 6.0.4 Provide personnel to perform duties as described in Section 4
- 6.0.5 Complete PIAG activities as described in Sections 4
- 6.0.6 Conduct conference calls/meetings with PS&I Task Managers to review task activities and status
- 6.0.7 Provide Program Management Status Report as outlined in BPA
- 6.0.8 Provide Pending Workload Report as outlined in BPA
- 6.0.9 Provide Quality Control Report as outlined in BPA

6.0.10 Provide Miscellaneous Reports as outlined in BPA

The Contractor may start tasks prior to the "Minimum Start" dates.

Task	Minimum Start	Minimum Delivery
6.0.1	A + 3	A + 5
6.0.2	A + 3	A + 5
6.0.3	A + 3	A + 5
6.0.4	A + 3	A + 5
6.0.5	Date Cases Provided + 1	Date Cases Provided + 5
6.0.6	N/A	Tuesday of each week
6.0.7	N/A	Fifth day of each month for prior month
6.0.8	N/A	Tuesday of each week for prior week
6.0.9	N/A	Fifth day of each month for prior month
6.0.10	N/A	As specified by PS&I

A=Task Order Award. Unless specified, all timeframes are in business days.

The Government acceptance criteria for documents developed under this work request are:

- Accuracy - Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand and relevant to the supporting narrative.
- Specifications Validity - All deliverables must satisfy the requirements of the Government as specified herein.
- File Editing - All text and diagrammatic files shall be editable by the Government.
- Format - Deliverables shall be submitted in hard copy (where applicable) and electronically. Hard copy formats shall follow IRS Directives and shall be consistent with other similar efforts.
- Timeliness - Deliverables shall be submitted on or before the due date specified in this work request, or submitted in accordance with a later scheduled date determined by the Government Project Manager.

7.0 PRICING

The pricing structure for this Task Order will be awarded utilizing a Fixed Price structure (cost per completed adjudicated case). Contractor shall breakdown Fixed Price structure to include pricing for each labor category included in the formulation of the Fixed Price.

8.0 Performance Site(s)

Principal place(s) of work:

- PS&I facility, Florence, Kentucky
- PS&I facility, New Carrollton/Lanham, Maryland

Refer to Government Furnished Section

9.0 Due Date For Contractor Proposal:

ISSUANCE OF WORK REQUEST:

COTR

DATE

IRS TASK REPRESENTATIVE

DATE

CONTRACTOR PROJECT MANAGER

DATE

COMPLETION OF WORK REQUEST:

COTR

DATE

IRS TASK REPRESENTATIVE

DATE

CONTRACTOR PROJECT MANAGER

DATE

ATTACHMENT 7 – DATA ELEMENTS

NOTE: System requirement data elements and snapshots are a current minimum representation of possible data element requirements to be entered into ABIS or other PS&I technology systems on each case. Data element entry requirements are subject to change at no additional cost to the Government as work processes progress and new technology systems are utilized.

7A. Work Processing Group

Data Element Fields

- SSN
- DOB
- POD
- e-mail address
- current address
- Drop Down Menu for: "Employee" or "Contractor" selections
- COTR's name
- COTR's e-mail address
- HCO Rep's name
- HCO Rep's e-mail address
- IRSE Manager's Name
- IRSE Manager's Phone Number
- IRSE Manager's E-mail Address
- COTR's Name
- COTR's Phone Number
- COTR's E-mail Address
- Break in Service of Less Than Two Years - check box
- Current Investigation (2 years employees, 5 years contractors)
Check box to indicate no new investigation required
- Paperwork/Investigation being returned to: (drop down menu for COTR, Applicant, Contractor, OPM)
- Date Returned to Source
- Date Received Back From Source
- Indicator if case is a security clearance.
- Citizenship Results with drop-down menu for "Approved" or "Denied" or "HCO" choices
- Selective Service Results with drop-down menu for "Approved" or "Denied" or "HCO" choices
- Tax Results with drop-down menu for "Approved" or "Denied" or "HCO" choices
- Date Eligibility Completed
- Date Subject Invited Into e-QIP
- Date Subject Completed e-QIP
- Date e-QIP Submission Returned to Subject
- Date Subject Corrected and Resubmitted to e-QIP
- Date Investigation Submitted to OPM

7B. Pre-screen Adjudication Group

Data Element Fields

- FBI Results with drop-down menu for "Approved" or "Denied" choices
- Credit Report Results with drop-down menu for "Approved" or "Denied" choices
- Pre-Screen Prep Completed
- FBI Results with drop-down menu for "Approved" or "Denied" choices
- Credit Report Results with drop-down menu for "Approved" or "Denied" choices
- Select or fill in "C" or "D"
- Send RSI to OPM
- Date Initial Pre-Screen Completed

- Date RSI Received
- Narrative block for results of RSI
- Date Pre-Screen Completed
- Date Referred to Second Adjudicator
- Date Completed by Second Adjudicator
- Date Interim Memo e-mailed to COTR
- Date Interim Memo e-mailed to Subject's supervisor and Subject



Adjudication
Snapshots.doc



Processes for Interim
Clearance.doc

7C. Post-investigation Adjudication Group

Data Element Fields

- Date OPM Investigation Received
- Results of OPM Investigation (Issue; No Issue; No Actionable Issue)
- OPM Case Number
- Closed with drop down menu choices: "Favorable" or "Sent to CAG (Post Investigations Results)" or Sent to CAG for Security Clearance Determination"
- Overall Rating Field
- Case Returned to OPM for additional work
- Case Returned to OPM for Quality
 - These two fields would include two fields:
 - Coverage Met – Y or N;
 - Additional Work Needed – Y or N
- Date Investigation Returned Back From OPM With Additional Work Field
- Date Proposal Letter Mailed
- Date Proposal Letter Received by Subject
- Subject Requested - drop down menu for "written reply" or "oral reply"
- Appeals (working on procedures)
- Results of Investigation
- Closing Date
- Date Final Access Memo E-mailed to COTR
- Date E-mail Sent to IRS Employee
- Date Letter Mailed to IRS Employee



Adjudication
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