

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, &amp; 30</i>				1. REQUISITION NUMBER PSHQ-08-2001B		PAGE OF 1 308		
2. CONTRACT NO. HSCEEM-08-A-00002		3. AWARD/ EFFECTIVE DATE 12/01/2007	4. ORDER NUMBER		5. SOLICITATION NUMBER HSCEGI-07-Q-00016		6. SOLICITATION ISSUE DATE 08/17/2007	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Cynthia Palmer		b. TELEPHONE NUMBER (No collect calls) 215 521 (b)(6)		8. OFFER DUE DATE/LOCAL TIME		
9. ISSUED BY ICE/FPS/EACC			10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)					
ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106			NAICS: 561612 SIZE STANDARD: \$17.0					
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS As Indicated On Each Call			13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO As Indicated On Each Call		16. ADMINISTERED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: <<Cynthia Palmer>> Philadelphia PA 19106			14. METHOD OF SOLICITATION <input type="checkbox"/> RFO <input type="checkbox"/> IFB <input type="checkbox"/> RFP			
17a. CONTRACTOR/OFFEROR GONZALES CONSULTING SERVICES, INC 633 17TH STREET, SUITE 2600 DENVER CO 802023625		17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>	18a. PAYMENT WILL BE MADE BY As Indicated On Each Call					
TELEPHONE NO.		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM						
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES				21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	GSA Contract #: GS-07F-5439P This BPA is (1) issued for Dispatch Operations and Alarm Desk Support services for the Battle Creek Mega Center against GSA Schedule GS-07N-5439P and will be in effect for up to five (5) years. Individual calls/orders will specify performance periods.  All line items are hereby accepted at this time for contract award. Option Line Items are accepted and will be excised in accordance with (Use Reverse and/or Attach Additional Sheets as Necessary)							
25. ACCOUNTING AND APPROPRIATION DATA As Indicated On Each Call						25. TOTAL AWARD AMOUNT (For Govt. Use Only) \$0.00		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED.	ADDEND	<input type="checkbox"/> ARE	<input type="checkbox"/> ARE NOT ATTACHED	<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED.	ADDENDA	<input type="checkbox"/> ARE	<input checked="" type="checkbox"/> ARE NOT ATTACHED	
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT REF. GCS Quotation OFFER DATED 09/21/2007. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: See page (2)				
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) <i>Cynthia D. Palmer</i>				
30b. NAME AND TITLE OF SIGNER (Type or print)			30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer		31c. DATE SIGNED 30 Nov 2007	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED

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NAME OF OFFEROR OR CONTRACTOR

GONZALES CONSULTING SERVICES, INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>5. ) The following individuals are designated as Key Personnel under this BPA:</p> <p>(1) Project Manager - Timothy Scott</p> <p>(2) Lead Alarm Remote Programmer (Help Desk)- Richard M. Tompkins II</p> <p>Discount Terms: (b)(1)</p> <p>Admin Office: ICE/FPS/EAST CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia D. Palmer Philadelphia, Pa 19016</p> <p>Delivery Location Code: MI0503 FED CTR BLDG NO 2 74 N Washington Avenue Battle Creek, MI 49037</p> <p>FOB: Destination</p> <p>Period of Performance: 01/01/2008 to 12/31/2012</p> <p>The total amount of award: \$0.00. The obligation for this award is shown in box 26. Period of Performance: 01/01/2008 to 12/31/2012</p>				

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<p>contract Option clauses.</p> <p>Additional services maybe ordered either by modification or separate call order using the hourly rates listed in the BPA.</p> <p>The following documents are incorporated and made a part of this BPA:</p> <p>1. ) Solicitation: HSCEGI-07-Q-00016</p> <p>2. ) Amend Nos. 000001 (dated September 6, 2007), 000002 (dated September 10, 2007), 000003 (dated September 13, 2007), 000004 (dated September 18, 2007) , 000005 (dated September 19, 2007) , 000006 (dated October 11, 2007), 000007 (dated October 16, 2007) and 000008 (dated November 15, 2007 ) to the above solicitation.</p> <p>3. ) The following Technical and Price quotations dated Septemeber 21, 2007, October 15, 2007 and November 16, 2007 are hereby referenced.</p> <p>4. ) The following individual is designated as Contracting Officer's Technical Representative (COTR) for this BPA award:</p> <p>Lawrence Kupser - Battle Creek Mega Center Manager</p> <p>Desk Phone: (269) 565-<span style="background-color: black; color: black;">(b)(2)Lo</span></p> <p>Cell Phone: (202) 360-<span style="background-color: black; color: black;">(b)(2)Lo</span></p> <p>Continued ...</p>				

32a. QUANTITY IN COLUMN 21 HAS BEEN  RECEIVED  INSPECTED  NOTED: ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_ 32c. DATE \_\_\_\_\_ 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_ 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE \_\_\_\_\_

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	

38. S/R ACCOUNT NUMBER \_\_\_\_\_ 39. S/R VOUCHER NUMBER \_\_\_\_\_ 40. PAID BY \_\_\_\_\_

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____	41c. DATE _____	42a. RECEIVED BY (Print) _____
		42b. RECEIVED AT (Location) _____
		42c. DATE REC'D (YY/MM/DD) _____

**REQUEST FOR QUOTATION**

(THIS IS NOT AN ORDER)

THIS RFQ  IS  IS NOT A SMALL BUSINESS SET ASIDE

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1. REQUEST NO. HSCEGI-07-Q-00016	2. DATE ISSUED 08/17/2007	3. REQUISITION/PURCHASE REQUEST NO.	4. CERT. FOR NAT. DEF. UNDER BDSA, REG. 2 AND/OR DMS REG.1	RATING
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5a. ISSUED BY  
ICE/FPS/East CCG/Mega Centers  
Immigration and Customs Enforcement  
Federal Protective Service  
Office of Acquisition Management  
200 Chestnut Street, Room 1302  
Philadelphia PA 19106

6. DELIVERY BY (Date)  
Multiple

7. DELIVERY  
 FOB DESTINATION  OTHER (See Schedule)

8. DESTINATION

5b. FOR INFORMATION CALL: (No collect calls)

NAME Cynthia Palmer	TELEPHONE NUMBER AREA CODE 215 NUMBER 521-(b)(2)
------------------------	---

a. NAME OF CONSIGNEE

b. STREET ADDRESS

8. TO:

a. NAME

b. COMPANY

c. STREET ADDRESS

c. CITY

d. CITY

e. STATE

f. ZIP CODE

d. STATE

e. ZIP CODE

10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5a ON OR BEFORE CLOSE OF BUSINESS (Date)  
09/17/2007 1700 ET

IMPORTANT: This is a request for information, and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or services. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotations must be completed by the quoter.

11. SCHEDULE (Include applicable Federal, State and local taxes)

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
	THIS PROCUREMENT IS RESTRICTED TO FIRMS AS OF THE DUE DATE OF OFFER LISTED ON THE GSA FEDERAL SUPPLY SCHEDULE (FSS), MULTIPLE AWARD SCHEDULE (MAS) 084, SIN 246-54 FOR DISPATCH OPERATIONS AND ALARM DESK SUPPORT FOR THE FEDERAL PROTECTIVE SERVICE MEGA CENTER IN BATTLECREEK, MICHIGAN.				

12. DISCOUNT FOR PROMPT PAYMENT

a. 10 CALENDAR DAYS (%)

b. 20 CALENDAR DAYS (%)

c. 30 CALENDAR DAYS (%)

d. CALENDAR DAYS

NUMBER	PERCENTAGE
--------	------------

NOTE: Additional provisions and representations  are  are not attached

13. NAME AND ADDRESS OF QUOTER			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		15. DATE OF QUOTATION	
a. NAME OF QUOTER			16. SIGNER		b. TELEPHONE	
b. STREET ADDRESS						
c. COUNTY			a. NAME (Type or print)		AREA CODE	
d. CITY			e. STATE		f. ZIP CODE	
			c. TITLE (Type or print)		NUMBER	

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Previous edition not usable

**PROJECT TITLE:** DISPATCH OPERATIONS FOR THE  
FEDERAL PROTECTIVE SERVICE  
BATTLECREEK, MI MEGACENTER

**SOLICITATION NUMBER:** HSCEGI-07-Q-00016

**LOCATION:** BATTLECREEK MEGACENTER  
FEDERAL PROTECTIVE SERVICE  
74 N. WASHINGTON AVENUE  
BATTLECREEK, MI 49037

**\*\*\*\*THIS PROCUREMENT IS SOLICITED AS AN INDEFINITE DELIVERY, FIXED PRICE SERVICE CONTRACT RESTRICTED TO FIRMS AS OF THE QUOTE DUE DATE LISTED ON THE GSA FEDERAL SUPPLY SERVICE (FSS) MULTIPLE AWARD SCHEDULE (MAS), Contract FSC 539, SIN 246- 84 \*\*\*\***

**ANTICIPATED AWARD DATE: ON OR ABOUT 01 NOVEMBER 2007.**

**ANTICIPATED SERVICE START DATE: 01 DECEMBER 2007**

**QUOTES DUE: 17 SEPTEMBER 2007**

**TIME AND DATE: 2:00 PM LOCAL TIME**

**SUBMIT OFFERORS TO:** DEPARTMENT OF HOMELAND SECURITY  
FEDERAL PROTECTIVE SERVICE  
200 CHESTNUT STREET, SUITE 1302  
ATTN: CYNTHIA PALMER  
PHILADELPHIA, PA 19106

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UNAUTHORIZED PERSONS IS PROHIBITED.**

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**SECTION A SOLICITATION /CONTRACT FORM**

## SECTION B SUPPLIES OR SERVICES PRICES

### B-01 Description of Services

a. The contractor shall provide and furnish all personnel, materials, equipment, services, and supervision necessary to perform the requirements set forth hereinafter. The services shall be provided at the Federal Protective Service MegaCenter in Battlecreek, Michigan, hereafter referred to as the MegaCenter.

The Battlecreek MegaCenter supports the Federal Protective Service alarm monitoring, alarm system support desk and communication activities throughout Regions 4, 5 & 6 as identified in Exhibit J-3. In furnishing these services, the Contractor shall provide all necessary management, supervision, personnel, materials, supplies and equipment, except as otherwise indicated, and shall plan, schedule, coordinate and ensure effective performance of, and conformance to, all aspects of the work statement contained herein. Offerors are advised to read the solicitation carefully and in its entirety before preparing their technical and pricing proposals.

b. It is the Government's intention to issue one contract as a result of this solicitation to cover the requirements for the Battlecreek MegaCenter.

**c. This solicitation is offered on a competitive basis and is restricted to firms as of the award date listed on the GSA Federal Supply Service (FSS) Multiple Award Schedule (MAS) within the applicable NAICS Code (561621).**

### B-02 Contract Type

It is the Government's intention to award an Indefinite Delivery/ Indefinite Quantity (IDIQ) contract with fixed labor hourly rates.

Funding for this work will be provided by Task Order. Funding for Option Periods, if exercise, shall be provided by separate Task Orders and will reflect the Task Order requirements of FPS at the time of award.

### B-03 Estimated Quantities

The required staffing levels to be provided under this contract are contained in Section J, Exhibit J-1; *Estimated Labor and Service Scheduling Requirements*.

**Note: Exhibit J-1 is a listing of the estimated requirements at the time of**

**solicitation. Requirements may be added via task order or deleted via modification during the course of the contract.**

#### **B-04 Prices**

##### **B-04.1 Pricing Required for All Services and Performance Periods**

Offerors must quote prices for all services required during the Base Year, as well as for each option period in order to be considered for award. Offerors submitting partial pricing information shall be ineligible for contract award.

##### **B-04.2 Department of Labor Wage Determination**

a. The minimum wage rates and fringe benefits applicable to the Base Year are outlined in the following applicable U.S. Department of Labor Wage Determinations (see Section J, Exhibit 2):

**Wage Determination No.: 2005-22277, Revision No. 3 dated 05/29/2007**

b. These classifications reflect the minimum wage rates that the Contractor must pay to all employees working under the contract. The Contractor shall also be responsible for complying with all other requirements of the wage determination, including all fringe benefits, such as vacations, holidays, uniform allowances, etc.

##### **B-04.3 Option Pricing**

a. Offerors shall price the options for the by assuming that the minimum hourly wages and fringe benefits established by the Administrator, Wage and Hour Division, U.S. Department of Labor, for the Base Year will apply to the eight (8) additional 6-month option periods.

b. In the event the Government exercises an available option, the Government shall provide the Contractor with the most current Department of Labor wage determination. The Contractor shall pay all employees covered by the Fair Labor Standards Act and Service Contract Act at least the wages and fringe benefits cited on the new wage determination, effective with the start date of the new option period.

c. Option prices will be adjusted in accordance with FAR clause 52.222-43, Fair Labor Standards Act and Service Contract Act - Price Adjustment (Multi & Option Contracts) (May 1989). The Contractor must furnish copies of the Contractor's payrolls to accompany any request for an adjustment to the option pricing. There will be only one wage adjustment allowed per Option Period.

#### B-04.4 Unbalanced Pricing

Each offeror is cautioned that its pricing proposal may be rejected as non-responsive to the solicitation requirements if it is materially unbalanced as to prices for the Base Year or any option period. A pricing proposal is considered to be materially unbalanced when it is based on prices that are significantly less than cost for some work and prices that are significantly overstated for other work.

#### B-04.5 Contingency Pricing

Offerors must not include contingency allowances to cover increased costs for which adjustments are provided under Federal Acquisition Regulation (FAR) Clause 52.222-43 – Fair Labor

Standards Act and Service Contract Act – Price Adjustments (Multiple Year and Option Contracts) (May 1989). For cost/price factors that are subject to variation, but are not subject to adjustment under FAR clause 52.222-43, offerors may factor in contingency allowances.

#### B-04.6 Pricing of Services

- a. The fixed hourly prices quoted in the Labor- Hour Work Bid Schedule must be inclusive of all direct costs, indirect costs, and profit. Offerors must include all costs associated with providing the services described herein.
- b. The Government shall not be responsible for compensating the Contractor for any costs not factored into the proposed prices, either by the Contractor's intention or by mistake.

#### B-05 Definitions change

- a. Basic Services – Basic services are the permanent ongoing services specifically included in the contract at time of award or added through modification.
- b. Emergency Services - During the term of the contract, the Government may have requirements for emergency services beyond the basic requirements. Due to the nature of these services, the Contractor may be required to provide them with little, or no, advance notice. In such circumstances, the Contractor shall be compensated using the Indefinite Quantity Work, hourly Emergency Services Rates. Emergency services rates shall be submitted for all positions on the Indefinite Quantity Work Schedule contained in the Bid Schedule. Examples of emergency service include, but are not limited to, the following:

- Any services needed for "Fail Over" from one Center to the "sister Center". "Fail over" situations occur when a MegaCenter cannot perform its' mission. This may be the result of any number of events, e.g. total power failure. During a "Fail Over" period, the mission of the Center is automatically assumed by its sister Center. That is, should the Battlecreek MegaCenter fail, it's mission shall be assumed by the Suitland MegaCenter until such time as the Battlecreek Center is back on-line and fully functioning and visa versa.
  - (i) The government may test the backup redundancies incorporated into the MegaCenter program during the performance period of this contract. Such testing may require the Battlecreek MegaCenter to cease operations in part, or in whole, during a simulated "fail-over" scenario. The testing may last for a period of up to two consecutive weeks.
  - (ii) The Contracting Officer's Technical Representative shall provide the Contractor 3 calendar days or (72 hours of advance notice) prior to any testing. During the testing period, the Contractor shall only be reimbursed for productive and/or supervisory hours actually worked within the MegaCenter, if any, during the testing period."
- The Government may require Temporary Additional Services/ Special Additional Services (TAS/SAS) or emergency services under circumstances allowing for less than 72 hours advance notice and does not exceed 10 calendar days in duration.

Additional services that are ordered with more than 72 hours notice or exceed 10 calendar days shall be invoiced at the regular labor hour contract-billing rate. For example, if a contractor receives 48 hours notice that 2 positions must be filled for a period of 30 calendar days, the first 10 calendar days will be billed at the Indefinite Quantity (IQ) emergency rate and the next 20 calendar days shall be billed at the regular labor hour contract billing rate.

c. This emergency service provision is intended to satisfy the Government's short term, non-recurring needs for service. Should a continuing need for additional service arise, a contract modification will be issued.

## SECTION C DESCRIPTION/SPECIFICATIONS

### C-01 General Statement of Work

- a. The contractor shall provide and furnish all personnel, materials, equipment, services, and supervision, except as otherwise indicated, necessary to perform the requirements set forth hereinafter. The services shall be provided at the Federal Protective Service MegaCenter located in Battlecreek, Michigan. The Battlecreek MegaCenter supports the Federal Protective Service alarm monitoring, alarm system support desk service and communication activities in Regions 4, 5 and 6.
- b. The Federal Protective Service's area of responsibility is divided into eleven (11) geographical regions. The Battlecreek MegaCenter services Regions 4, 5 and 6. See Exhibit J-3 for a graphical depiction of the Regions.
- c. It is the Government's intention to award one contract as a result of this solicitation to cover the requirements for the Battlecreek MegaCenter.

### C-02 Federal Protective Service

The Federal Protective Service is a law enforcement and security division of DHS. DHS is a federal agency codified, by statute, with the authority of the Secretary for Homeland Security to protect all buildings, grounds, and property that is owned, occupied, secured by the federal government, or a mixed ownership corporation thereof, and the persons on the property. The statute designates FPS employees as Officers and Agents for Duty in connection with the protection of such property, to include areas outside the property to the extent necessary to protect the property and persons on the property.

Federal Protective Service has the responsibility of protecting the federal workplace and ensuring the safety of all employees and visitors. Federal Protective Service provides law enforcement, physical security and investigative services to most civilian Federal agencies. Federal Protective Service accomplishes this through the utilization of staff law enforcement, investigative and security personnel; along with contract security guards, electronic surveillance, and entry control and crime prevention programs. Federal Protective Service Law Enforcement Security Officers, Federal Police Officers, Inspectors, Criminal Investigators and Physical Security Specialists (with law enforcement authority) are authorized to enforce laws and make arrests on property under Delegation of Authority to the Director for the Federal Protective Service, signed June 6, 2003, regarding authorities of Homeland Security Action, Pub. L. 107-296, November 25, 2002, 116 Stat. (2135, SS 403(3), 1706 (2002); the President's Homeland Security Reorganization Plan, November 25, 2002, as modified, January 30, 2003; Department of Homeland Security Delegation Number: 7030 (Delegation of Authority to the Assistant Secretary of the Bureau of Immigration and Customs Enforcement).

For purposes of this delegation the term "officers and agents" has the meaning found at 40 U.S.C. S 1315(b) as amended by section 1706 of the Act.

**C-03 Regulations, Handbooks and Other Applicable Documents**

**a. Standard Operating Procedures and Operating Orders**

The Standard/Standing Operating Procedures (SOP) and Operating Orders (OO) shall be furnished by the Contracting Officer's Technical Representative (COTR) and shall be used and maintained by the contractor at the MegaCenter. The SOP and Operating Orders contain instructions for all duties involved including instructions for emergency procedures. The SOP and/or Operating Orders, or any documentation provided by the government, shall NOT be removed from Government property, reproduced and/or divulged in any manner unless properly authorized, in writing, by the Contracting Officer or COTR.

**b. Office of Federal Protective Service Policy Handbook, PBS P 5930.17C, dated February 2000**

A copy of this handbook is part of the Federal Protective Service's reference library and is available in the MegaCenter. This handbook contains the basic procedures and forms to be used by Federal Protective Service law enforcement officers and Federal Protective Service contracted security services/personnel. This handbook is NOT required reading for the contractor's Communication Center personnel, however, the contractor's on-site staff may wish to refer to the contents of this handbook after contract award to learn about specific Federal Protective Service law enforcement and security guard practices. Contractor staff may use and read this handbook on a secondary basis to all required duties provided this handbook remains on-site at the Government's facility. The Government's copy (if available) shall NOT be removed from the Government's facility.

**c. Rules and Regulations Governing Public Buildings and Grounds (FMR 41 CFR 101-20.3)**

It is impractical to list all the regulations and publications governing the various buildings that are serviced by this contract, to include the building where the MegaCenter is located. Summaries of these rules and regulations are posted in all buildings under the charge and control of the GSA and are applicable to all persons entering in or on such property. The contractor may receive a copy of these rules, regulations and orders from the Contracting Officer upon the contractor's request, or the Contracting Officer may advise the contractor where to obtain these items at no cost, via the Internet. Other agencies, e.g. the Department of Defense, issue regulations and procedures governing buildings under their control. As a result, the contractor should expect that several of these documents would change during the life of the contract. Contractors shall be required to adhere to all regulations and documents in effect at the time of contract award or, as revised after contract award.

d. DHS policies or regulations, and GSA Public Buildings Service (PBS) regulations and orders, contain the basic procedures for the operation, maintenance and protection of property. Supplementary regulations and orders that may be in effect shall be provided to the contractor by the Contracting Officer or COTR. Security directives of the Federal facility where the Philadelphia MegaCenter is located shall also be adhered to.

#### **C-04 Start-Up**

##### **C-04.1 Contract Start Up**

a. Immediately after award of the contract, and prior to the Contractor's performance at the work site(s), the FPS Contracting Officer (CO) shall request the FPS Contracting Officer's Technical Representative (COTR) to schedule a pre-performance meeting with the Contractor that will focus on an in-depth review of the total contract requirements. This review shall include, but shall not be limited to, the following:

1. The general type and purpose of work performed by contract staff.
2. The Standard/Standing Operating Procedures (SOP)/Operating Orders.
3. Government pre-employment clearance requirements for the contractor employees.
4. Key Personnel.

b. The Contractor and the COTR shall sign the written minutes of these meetings, which shall be prepared by the Contractor and incorporated into the contract file. Should the Government not concur with the minutes, the Government shall state in writing to the Contractor any areas of clarification or disagreement within 5 calendar days after receipt of the meeting minutes. Those comments shall be included with the minutes in the contract file.

c. Within ten (10) business days after award of contract the contractor shall submit in writing an updated Transition /Start Up Plan containing updated timelines and clearly identifying the person(s) responsible for every task to be accomplished. Thereafter, weekly submittals of all updates to the Start Up Plan will be submitted to the Contracting Officer and the COTR. A draft Start Up Plan shall be submitted with your Technical Proposal (see Evaluation Criteria #3). An example of a Start-Up Plan is provided as Exhibit J-4.

d. Within ten (10) business days after award of contract the contractor shall submit in writing a Quality Control Plan for COTR approval.

e. The Government will allow a minimum of 30 calendar days from time of award of the contract to the initial start of performance.



#### **C-04.2 Initial Contract Transition**

- a. A smooth and orderly transition between the Contractor and the predecessor Contractor is necessary to assure minimum disruption to vital Contractor services and Government activities.
- b. The Contractor shall not disrupt official Government business or in any way interfere with the assigned duties of the predecessor Contractor's employees. The Contractor may notify the predecessor Contractor's employees that the Contractor will be assuming services upon the contract start date and may distribute business cards, employment applications, brochures, and other company information to the incumbent employees while they are on duty, provided that there is no interference with the employees' assigned duties (e.g., during "off hours" or during relief or lunch breaks). However, the Contractor may not interview, recruit, schedule interviews, or conduct extensive discussions with the predecessor Contractor's employees while they are on duty.
- c. For each incumbent individual being hired, the Contractor shall inspect the existing personnel folder (on site at the MegaCenter) within ten days of receipt from the predecessor contractor. The Contractor shall notify the Federal Protective Service of any missing documentation within fifteen calendar days of receiving the folder from the predecessor contractor. In the event the Federal Protective Service or predecessor contractor cannot provide the missing documentation, all missing documentation shall be replaced by the Contractor awarded this contract within 60 calendar days of notifying the Federal Protective Service of the missing documents.

#### **C-04.3 Contractor Obligation to Obtain All Required Licenses and Permits**

- a. It is the responsibility of the contractor to comply with all federal, state and local Government requirements for business licenses, permits, and taxes on or before the implementation (start-up) date of the contract.
- b. All U.S. employers are responsible for completion and retention of Form I-9, Employment Eligibility Verification Form, for each individual they hire for employment in the United States. On the form, the employer must verify the employment eligibility and identity documents presented by the employee and record the document information on the Form I-9. Acceptable documents are listed on the back of the form, and detailed under "Special Instructions." A copy of the employees' I-9 forms and verification documents shall be placed in the employees' contract folder/certification file and provided to the government for review upon request.

#### **C-05 Equipment and Materials**

**C-05.1 The Contractor's Use, Accountability & Care of Government-furnished Property**

Contractor must participate in the inventory process as needed and must account for, and sign, the semi-annual inventory for all government provided equipment.

**C-05.2 Supplies, Materials and Equipment to be Furnished by the Government**

The government will furnish the following supplies, materials and equipment:

- (a) Portable radios, electrical and mechanical equipment such as alarm and surveillance systems, base station communications equipment, closed circuit cameras and televisions, audio recording equipment, analog or digital facsimile transmitters and data base informational and alarm systems (where installed). Written operating instructions and procedures for using such equipment will also be provided.
- (b) Repair and maintenance of Government-furnished equipment.
- (c) Standard/Standing Operating Procedures or Operating Orders (as appropriate), including SOP/OO-related mission-essential information. The COTR will provide all initial information and changes. The contractor shall be responsible for posting Government-provided revisions to the SOP/OO and to update the database records for continuous accuracy.
- (d) Telephones and facsimile machines deemed necessary by the Government for the conduct of official Government business under this contract.
- (e) Office equipment, such as desks, chairs, typewriters, computers and photocopiers (as deemed necessary by the Government).
- (f) All administrative Forms prescribed for use by the contractor's employees while on duty.
- (g) Temporary use of a classroom for government required formal classroom training of personnel employed by the contractor. Training for other than government required courses should be provided by the contractor at their own expense.
- (h) Building utilities and office maintenance services will be afforded the contractor in accordance with established GSA operational procedures. This includes the use of concession facilities (when open), rest rooms and the use of medical facilities when available for emergency purposes.

### **C-05.3 Accountability for Government Property**

All property furnished by the Government under this contract shall remain the property of the Government. Upon termination of the contract, the contractor shall render an accounting of all such property, which has come into their possession under this contract. All equipment issued by the Government to the contractor will be issued on GSA Form 1025, entitled Receipt for Property or other similar issue document. Any property furnished by the Government to fulfill contracted requirements which is lost or damaged, resulting from improper use or negligence by the contractor's employees, shall be repaired or replaced by the government and the cost of such repairs or replacement shall be deducted from the contractor's invoice. No government provided equipment, materials, or information shall leave the MegaCenter without the Contracting Officer's Technical Representatives' authorization. The Contractor is not authorized to use the government account for overnight/express mail services (e.g. DHL/FedEX).

### **C-05.4 Use of Government Property**

Government property (to include telephones, computers, surveillance systems and facsimiles) shall be used as prescribed by the Government for official Government business only while in the performance of this contract. Government property will not be used in any manner for any personal advantage, business gain, or other personal endeavor by the contractor or the contractor's employees.

### **C-05.5 Safeguarding Government Property**

The contractor must take all reasonable precautions, as directed by the government, or in the absence of such direction, in accordance with sound business and/or industrial practices, to safeguard and protect government property.

### **C-05.6 Safeguarding Government Information**

If the work under the contract requires that the Contractor's employees have access to classified, confidential, proprietary, sensitive, personal, business, technical, or financial information (property) belonging to the Government or to other private parties performing or seeking to perform work for the Government, no employee of the Contractor shall be authorized to read, photocopy, remove, or otherwise appropriate such information for its own use or disclose such information to third parties unless specifically authorized in writing by the Contracting Officer. Violations of this policy may result in contractual actions being taken, including termination for default. Additionally, the Government may pursue any and all legal remedies at its disposal if the unauthorized use of the information/property is prosecutable under law.

### **C-05-7 Malfunctioning of Government Property**

The contractor shall be responsible for reporting to the COTR the malfunctioning of any Government equipment used by the contractor or the contractor's employees. Malfunctioning equipment shall be also be logged in the MegaCenter Operations/Shift log/report. Significant equipment malfunctions (those significantly impairing contract performance) shall be reported to the Government

the same day that they are observed. Minor equipment malfunctions (those not significantly impairing contract performance) shall be reported to the Government during the next business day.

## **C-06 Security Requirements – Sensitive**

### **C-06.1 General**

The Department of Homeland Security (DHS) has determined that performance of the task as described in this specification requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor) access to sensitive but unclassified (SBU) information. SBU is unclassified information for official use only. Contractor employees that do not have a security clearance and require access to SBU information will be given a suitability determination.

Position Risk level is determine at a “Low Risk” level.

### **C-06.2 Suitability Determination**

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

### **C-06.3 Background Investigations**

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. Background investigations will be processed through the OPR-PSU. Prospective Contractor employees shall submit the following completed forms to the OPR-

PSU through the COTR no less than thirty (30) days before the start of the contract of thirty (30) days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

- a. Standard Form 85P, "Questionnaire for Public Trust Positions"
- b. FD Form 258, "Fingerprint Card" (2 copies)
- c. Foreign National Relatives or Associates Statement
- d. DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
- e. Contractor Information Sheet

Required forms will be provided by DHS at the time of award of the contract. Only complete packages will be accepted by the OPR-PSU. Specific instructions on submission of packages will be provided upon award of the contract.

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

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position that involves access to, development of, or maintenance to any DHS IT system.

#### **C-06.4 Continued Eligibility**

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

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

The OPR-PSU may require reinvestigations when derogatory information is received and/or every 5 years.

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

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

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

#### **C-06.5 Employment Eligibility**

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

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

#### **C-06.6 Security Management**

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

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

The following computer security requirements apply to both Department of Homeland Security (DHS) operations and to the former Immigration and Naturalization Service operations (FINS). These entities are hereafter referred to as the Department.

### **C-06.7 Information Technology Security Clearance**

When sensitive government information is processed on Department telecommunications and automated information systems, the Contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in *DHS IT Security Program Publication DHS MD 4300.Pub*. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

### **C-06.8 Information Technology Security Training and Oversight**

All contractor employees using Department automated systems or processing Department sensitive data will be required to receive Security Awareness Training. This training will be provided by the appropriate component agency of DHS.

Contractors who are involved with management, use, or operation of any IT systems that handle sensitive information within or under the supervision of the Department, shall receive periodic training at least annually in security awareness and accepted security practices and systems rules of behavior. Department contractors, with significant security responsibilities, shall receive specialized training specific to their security responsibilities annually. The level of training shall be commensurate with the individual's duties and responsibilities and is intended to promote a consistent understanding of the principles and concepts of telecommunications and IT systems security.

All personnel who access Department information systems will be continually evaluated while performing these duties. Supervisors should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures should be reported to the local Security Office or Information System Security Officer (ISSO).

## **C-07 Contractor Responsibilities**

### **C-07.1 Contractor Responsibilities - General**

a. In providing FPS with part-time (non-dedicated) and full-time (dedicated) operators and supervisors, the contractor shall coordinate, monitor and provide immediate local and direct (on-site) supervision of contractor non-supervisory

(operator) personnel. Supervisory personnel shall be fully prepared and capable of providing non-supervisory (operator) services, should operational considerations so require. Supervisors shall be fully ready, willing and able to perform all contract duties required of non-supervisory employees. Contractor shall staff the center with supervisors having certification on the required law enforcement information networks in use at the MegaCenter. All operators and supervisors must be certified to operate the law enforcement information networks in the MegaCenter (this includes all full and part time operators, supervisors, and Project Manager). Additionally, operators and supervisors have ( ) calendar days after completion of initial in-service training (the first day they are paid to work alone in a position in the Center) to be certified to operate the law enforcement information networks in the MegaCenter they work in. Failure of any individual to meet the state and federal certification requirements shall be considered sufficient grounds for removal from this contract. Extensions for scheduling issues may be approved by the COTR.

b. The Contractor shall ensure that the contractor employees:

- (1) Are properly trained and prepared to perform all duties required by the contract. Duties shall be performed in accordance with the Standard Operating Procedures/Operating Orders for that facility, and shall conform to and comply with DHS directives and orders.
- (2) The contractor shall provide to their employees and the government a Code of Attire and Grooming, suitable for the federal work environment, which the contractor shall adhere to and enforce among contract employees, at no additional cost to the Government. Examples would include presenting a neat and business-like appearance, with attire and grooming that is appropriate for a Federal Government or business office environment. Contractor employees shall wear clothing, socks and shoes that are neat, clean and undamaged. Clothing that displays written messages or images are considered inappropriate for a business or Government office. Tank tops, bib-overalls, shorts, exercise (sweat) suits and see-through garments are also examples of unacceptable business attire. Headgear (such as hats, scarves and bandannas) can be worn within the MegaCenter, as long as they do not interfere with the performance of all duties. The use of cosmetic make-up and jewelry shall be minimal, conservative and appropriate for Federal Government office use. Refer to SOP/OO in the MegaCenter.
- (3) Receive frequent, continuously updated training appropriate to their duties.
- (4) Respond courteously and promptly to calls for service.



### **C-07.2 Effort Required**

a. The required staffing levels are outlined in Exhibit J-1. This mandatory staffing is required to operate the MegaCenter in accordance with the terms of the contract. The determination of the total daily staffing requirements for the performance of all services specified in the contract is the sole responsibility of the Government. It is of the utmost importance that the contractor utilizes motivated, experienced and well-trained personnel who possess the knowledge, skills and abilities to perform the required level of services specified in this contract. Additionally, non-supervisory staff person(s) on each shift shall be trained and certified in the use of the law enforcement information networks systems in place in the MegaCenter.

b. At no additional cost to the Government, the contractor's staff shall pass on all pertinent information from the off-going shift operators to the on-coming shift operators. Assumption of the on-coming shift is considered implied consent that all information has been passed on and the on-coming shift supervisors and operators are fully cognizant of the actions and information processed by the previous shifts. Supervisors and Telecommunicators shift periods shall be eight (8) hours, breaks will be given by staff on floor covering each others console in addition to their own and taken when the workload allows. Telecommunicators and dispatch Supervisor lunches will be taken at the consoles and on duty. All staff not working in dispatch services shall work eight and one half (8.5) hour shifts, with one half hour unpaid lunch, and two paid fifteen minutes (15) breaks.

c. Failure on the part of the contractor to utilize motivated, experienced and well-trained personnel who possess the knowledge, skills and abilities required by the contract may produce unsatisfactory results which may cause the Government to take deductions from the contractor's monthly invoices for unsatisfactory work and/or work not accomplished. Performance appraisals will be made of the contractor's performance in accordance with Federal Acquisition Regulation requirements.

d. Non-supervisory and Supervisory hours can only be provided within the scheduled shift period. Missed non-supervisory and supervisory time can not be shifted to a later shift period or charged to/charged from any preceding or subsequent work period/work day. All shifts from normally scheduled work within shift periods must be submitted in writing to the MegaCenter Manager or his designated COTR for approval.

### **C-07.3 Supervisory Labor Hour Requirements**

The contractor shall provide the amount of on-site supervisory staffing outlined in Exhibit J-1 to assure effective performance of all services required and described in this solicitation. The contractor's supervisory representative shall be present at the MegaCenter to direct the work accomplished each day. The schedule of

supervisory hours may vary in accordance with FPS needs in providing supervision each day. Proposed supervisors schedule shall be furnished to the COTR for approval prior to being performed. Hours of supervision not provided one day cannot be made up on a subsequent day.

**C-07.4 Additions and Deletions to Basic Scheduled Services: Supervisory and Non-Supervisory Labor Hours**

- a. The labor hours stated in Exhibit J-1 are those hours, which have been identified as the basic level of service essential to the performance of this contract.
- b. The Government has the unilateral right to order services in excess of the labor hours stated in Exhibit J-1, as long as the increase is within the scope of work. The contractor shall be obligated to provide services at the specified rate(s) in accordance with their completed Bid Schedule that shall be incorporated into and made part of, the contract.

**C-07.5 Reserve/On-Call Supervisory and Non-Supervisory Personnel**

- a. During the course of this contract there shall be a need for short-term (5 - 120 days) additional dispatch operations (Telecommunicators and dispatch supervisory) staffing requirements. The Contractor shall maintain a reserve force of sufficient size to cover an increase estimated **at twenty-five percent (25%) over and above the basic (scheduled) service labor hours** required for the operation of the MegaCenter. All reserve force individuals must meet the minimum qualification standards for their assigned position as required in this contract before working any post under the contract.
- b. The Contractor shall ascertain how this reserve force shall be acquired and maintained. The computation of the reserve force shall be based on all persons working five (5) eight and one half (8.5) hours shift in a normal forty (40) hour work week to cover all the basic (scheduled) service labor hours and the reserve staff personnel providing forty (40) hours of service weekly. The contractor shall maintain the reserve at this level and shall inform the Contracting Officer's Technical Representative monthly, in writing, by providing an updated employee roster showing seniority and training completion status for all training requirements, noting all staffing additions and deletions during the life of this contract. Some full-time employees who are off scheduled duty may serve as reserve capacity personnel, provided all other contract requirements are met, however, it is not the Federal Protective Service's intent to have the contractor employ these reserve personnel as full-time employees, but rather to have them available on an as-needed, on-call basis.
- c. The Contractor should factor the costs for maintaining this reserve Operator/Telecommunicator and dispatch Supervisor force into the proposed

prices, as the Government will not otherwise pay for them after award of the contract.

d. The following 'reserve force calculation' is provided for informational purposes only and shall not be construed as the optimal method to compute estimated reserve workforce.

Example Reserve calculation:

- 1) Compute the number of required hours of work for full time positions in Operators or Supervisors identified on the task lists for every previous month;
- 2) Divide the required hours (assume 9,812 for operators) by 160 [4 forty hour work weeks] = 61.325; and round to closest whole number = 61 operators;
- 3) Multiple that number by 1.25 = 76.25; and round that number to the closest whole number = 76 operators; and is the required number of staff operator or supervisors required. Calculate required supervisors using the same method.

Example of Operators calculation: 9812 required in previous month;  $9812/160 = 61.325$ ; round off to closest whole number = 61 \* 1.25 = 76.25; rounded off to closest whole number = 76 operators must be on staff, cleared, trained, and ready to perform duty on the contract.

Example of Supervisors calculation:  $720 + 352 = 1072$  required in previous month;  $1072/160 = 6.7$ ; round off to closest whole number = 7;  $7 * 1.25 = 8.75$ ; rounded off = 9 supervisors are required. One supervisor has to be qualified and trained to act as the Project Manager.

## **C-08 Services Required - General**

### **C-08.1 Services Required (General)**

The contractor shall provide and furnish all personnel, materials, equipment (except as otherwise indicated), services, and supervision necessary to perform the requirements set forth herein. The services shall be provided at the Federal Protective Service MegaCenter located in Battlecreek, MI. The contractor shall provide qualified (trained and experienced) employees at all times to perform the services required by this contract.

### **C-08.2 Order of Precedence.**

a. The services described herein shall be performed as prescribed in accordance with:

- (1) The contract;
- (2) MegaCenter Standard Operating Procedures/Operating Orders;
- (3) Office of Federal Protective Service Policy Handbook, PBS

P5930.17C, dated February 2000;

- (4) US Department of Justice, Federal Bureau of Investigation, Criminal Center Operating Manual;
- (5) Department of Homeland Security or Federal Protective Service Directives, and Orders.

b. In the event of an inconsistency between documents, the contract takes precedence over other documents.

### **C-08.3 Technical Specifications – General**

a. Unless otherwise stated, all industry standards and Government specifications and requirements are mandatory. Offerors are required to meet and comply with the more stringent specifications and/or requirements.

b. Necessary coordination and contract support shall be included in the contractors proposed prices. The contractor shall provide the required staff (non-supervisory and supervisory) in accordance with the terms of the contract.

### **C-08.4 Standard Operating Procedures**

Contract employees shall perform the duties as outlined in the MegaCenter Standard Operating Procedures (SOP). These documents define the basic work to be performed and the required procedures to follow. Except for unanticipated emergencies, no deviations shall be made from the SOP. Changes to the procedures contained in the SOP shall only be approved and implemented by the Contracting Officer or Contracting Officer's Technical Representative.

### **C-08.5 Typical Duties**

Typical MegaCenter duties include, but are not limited to the following:

a. Operating voice radio communication systems and maintaining voice radio communications in the assigned network. This includes receiving and transmitting routine and emergency instructions, making and responding to requests for assistance, dispatching police and security personnel, conducting routine roll calls and on-air status checks, controlling the radio network to ensure proper procedures are followed, and other similar functions.

b. Maintaining liaison on the assigned emergency and non-emergency telephone lines to expedite a variety of routine and emergency complaint calls for police assistance from the public and/or employees of customer Federal agencies.

c. Monitoring and responding to state, local and Federal law enforcement radio communications. This includes monitoring transmissions that pertain to

conditions and/or activities that may relate to or affect Department of Homeland Security (DHS) activities.

d. Monitoring and operating MegaCenter and Federal Protective Service MegaCenter alarm monitoring equipment. This includes regular and routine testing of alarm processing systems. This also includes making all necessary log entries for alarms emanating from within the area served by the MegaCenter and/or from within the geographic area supported by the associated alarm-reporting system.

e. Maintaining detailed logs of all calls, actions and activities engaged in by the MegaCenter. This includes issuing case control numbers to the Federal Protective Service and associated contract guard services personnel who are involved in incidents or investigations. This also includes making such reports as may be required for the Federal Protective Service reporting system.

f. Writing a variety of reports and logs in the English language that document incidents and activities associated with the MegaCenter. This includes developing and maintaining MegaCenter incident reports, logs, case control logs, complaints, activity reports and complaint file systems. All operator logs shall be kept readable/legible, orderly and neat, and shall include such detail as is required by the COTR.

g. Monitoring closed circuit video monitor systems and controlling associated cameras, then coordinating single-agency and multi-agency Public Safety responses if available (as appropriate) to observed events.

h. Maintaining a complete emergency notification log(s) for all key personnel and facilities within the MegaCenter. This includes contacting designated personnel, as required to respond to incidents and activities. This also includes acting as the contact in receiving and relaying emergency notification reports and calls to and from the FPS Headquarters, Regional Offices, and/or client agencies.

i. Operating and monitoring access control systems and programming access computer functions. This includes ensuring that the appropriate type and class of access/entry card is used for entry. It also includes saving and copying information to a computer disc, and taking required action(s) when a security system violation/alarm occurs.

j. Maintaining and monitoring MegaCenter status boards, listing all assigned Federal Protective Service personnel (as appropriate).

k. Coordinating with the Federal Protective Service supervisor, or their designee, in the absence of a designated district official or when unable to contact designated officials, regarding necessary decisions affecting the DHS, Federal Protective Service mission during emergency situations.

l. Performing operator level maintenance on all equipment to include daily alarm and communication line checks, lamp checks and bulb replacements. This also includes reporting on all system and equipment failures to the appropriate Federal Protective Service staff and the COTR.

m. Monitoring, operating and acknowledging alarms and events, and dispatching Federal Protective Officers (FPOs), guards, facility staffs, and/or local police (as needed).

n. Monitoring and/or operating any and all communication and computer equipment that may currently exist in and/or may be added to the MegaCenter during the duration of this contract. FPS will provide the contractor with appropriate training for all new separate operator functions.

o. Performing monthly intrusion and duress alarm testing, to ensure that all alarms are working and to ensure that alarm contact persons lists are current, accurate and complete. This information shall be documented in the MegaCenter log. This includes reviewing and updating all contact person/notification lists, thereby ensuring that these lists include only current names, and current home and office telephone numbers.

p. Backing-up computer data files, voice recording, and rotating (removing, storing and replacing) audiotapes used to record telephone line and radio conversations as needed, depending on the equipment in the MegaCenter.

q. Performing data entry. This includes calling clients to get updated information and updating records, logging offense and incident information.

#### **C-08.6 Work Scheduling**

The service scheduling requirements are provided in Exhibit J-1. The criteria for complying with and documenting contract work schedules and contract relief periods (and for starting and stopping work) are as follows:

a. The working schedule for supervisor(s) and non-supervisors/operators/data entry shall be prepared on separate schedules and posted in work areas at five (5) week intervals. Schedules shall be prepared on GSA Form 1874 entitled Hours of Duty Schedule or on an equivalent substitute approved by the COTR or their designated representative. Changes to schedules shall be posted in work areas in sufficient time to assure that employees affected by a change in duty hours are properly notified.

b. Telecommunicators may not leave their duty station until properly relieved. When scheduled relief periods (lunch, break, etc.) are authorized by the contractor, the contractor shall provide a qualified replacement operator. In cases where the contractor does not provide a qualified replacement operator, it is

permissible for an operator to bring and neatly eat one prepared meal per shift at their duty station (as allowed in the MegaCenter), provided that such meal does not interfere with their readiness to perform contract-required duties. Short, unscheduled periods of relief may be authorized if first coordinated with the on-site Federal Protective Service, shift supervisor, and/or COTR.

c. Limitation on Labor hours to be Provided by Individual Employees.

1. No employee of the contractor shall provide more than twelve (12) hours of service on one or more contracts administered by the FPS, in any twenty-four (24) hour period, unless the work periods are separated by an eight (8) hour non-duty period. The Government shall assess deductions from contract payments for all unauthorized hours exceeding the 12-hour on-duty limitation. See Section G for additional information on contract price adjustments.

2. The 12-hour limitation may be temporarily adjusted verbally by the Contracting Officer's Representative to cope with emergency situations, which are beyond the control of the contractor (i.e., adverse weather conditions, civil disturbances, bombings or other catastrophic actions which prevent the next shift from getting to the MegaCenter). The Contractor shall submit a written request for confirmation of the Government's waiver of labor hour limitations for each such occurrence, not later than five (5) business days after the occurrence.

d. The Contractor shall be responsible for compensating employees for all overtime accrued in accordance with federal and state laws. The Contractor's estimated overtime costs must be factored into the proposed prices, as they will not otherwise be paid for by the Government after award of the contract.

e. Recording Presence of Contract Employees.

1. Each contract employee shall sign-in when reporting for work/duty and sign-out when leaving at the end of the work/duty period. The Record of Time of Arrival and Departure, GSA Form 139, Operations Log, or another FPS approved electronic system or sign-in/sign-out form, will be utilized as specified by the COTR. Contract employee sign-in and sign-out locations will be as designated by the cognizant COTR. The contractor's supervisor shall review arrival and departure entries made by contract employees to ensure accuracy and completeness of entry(s). The contractor's supervisor shall then countersign and date the countersigning of such validated entries. A copy of Arrival and Departure log shall be provided to the COTR **with monthly invoices.**

2. The Contractor shall submit to the COTR by no later than five (5) working days after the last working day of each previous month, an Excel

spreadsheet, or other approved form/spreadsheet, that details the actual work hours performed for each post during the month versus what was required by the task order. The Government shall pay only for services actually rendered by the Contractor. The report shall be certified by the Contractor as to its accuracy.

3. This report and the sign in sheets will be used by the Government to verify compliance with the man-hour requirements of the contract; however, the Government reserves the right to use other methods to verify work actually performed.

#### **C-09 Services Required – Project Manager, Lead Remote Programmer (Help Desk) and Supervisors**

The contractor shall provide, in writing, the name, telephone number, facsimile number, pager number (if any) and complete business address of the Project Manager, Lead Remote Programmer (Help Desk) and all Supervisors to the COTR within ten (10) business days after contract award. The contractor shall also provide and identify an “after business hours” telephone number for telephonic and/or pager communications from the Government to be used in emergency situations that occur at times other than Monday through Friday business hours.

##### **C-09.1 Project Manager**

The Contractor shall provide to the Government an experienced full-time Project Manager (PM) for the MegaCenter. The Project Manager shall be designated in writing and be empowered with complete authority for all elements of the contract. Employees performing supervisory and/or non-supervisory duties under the terms of this contract shall not perform the duties of the Project Manager nor shall any other Project Manager currently assigned to any other MegaCenter or other contract. However, this requirement is NOT intended to restrict the government from sending a Project Manager from one center to another center, if it is deemed in the best interest of the government (i.e. where the Manager is deployed to back fill or train a new manager).

##### **a. Duties**

1. The Project Manager shall have the authority to accept notices of deductions, inspection reports, and all other correspondence on behalf of the Contractor. The PM must completely understand the operational requirements of this contract and have direct access to all contractor corporate resources. There will be one Project Manager in each Center designated as the primary Project Manager. This individual shall have



supervisory authority over dispatch and all other Project Managers (e.g. Lead Remote Programmer (Help Desk) and Supervisors).

2. The PM shall have the overall responsibility for implementing, monitoring, and upgrading the Contractor's quality control plan and is responsible for ensuring that the Contractor's work force complies at all times with the contract requirements.
3. The government considers it essential that the Program Manager be present at the MegaCenter forty working hours per week. The government shall set the Project Manager's duty hours at the MegaCenter. The government (MegaCenter Manager) may change the work hours as required. The Project Manager's duty hours at the Battlecreek MegaCenter are: 0700 – 1530 hours, Monday through Friday. Project Manager regular hours include evenings and weekends, when necessary.
4. The government will take hourly deductions for all hours not provided by the Project Manager in the Center unless prior approval is received from the COTR or their designated representative. See Section G for further information on deductions.
5. The Contractor shall submit to the Contracting Officer a resume clearly detailing the individual's qualifications and demonstrating that the proposed Project Manager (PM) meets the minimum requirements for this position (see paragraph (b) below). Replacement PMs shall possess qualifications equal to or higher than those of the individuals originally proposed by the Contractor and accepted by the Government.
6. Responsibilities of the Project Manager include but are not limited to the following:
  - a. Ensures that proper training is provided pursuant to the requirements of this contract,
  - b. Acts as supervisor to shift supervisors,
  - c. Generates monthly progress reports and provides status on all associated performance measures,
  - d. Optimizes dispatch program performance through recommendations and procedures that may increase the efficiency of operations,
  - e. Attends meetings as requested with government personnel and management to support operational changes and ensure staff is attaining the required goals for the dispatch organization,

- f. Address all Standard Operating Procedures (SOP) issues, e.g. training and testing,
- g. Gathering statistics for DHS and clients,
- h. Conducts special projects as requested (i.e. notification projects, National Crime Information Center (NCIC) issues, Hit confirmations, validation, proper use reviews, etc.
- i. Develops Quality Assurance Plan and executes continuous performance improvements; and
- k. Attends government staff meetings as required.

The Project Manager shall not be used to; 1) complete any primary recruitment processes. The support staff at the contractor's offices shall conduct all of the processed need to recruit employees and the Project Manager will only make final review of the prepared packages; 2) Computing, compiling or preparing invoices; 3) Conducting the corporate portion of the review of the Quality Assurance Plan; or 4) Any management functions related to employee benefits (i.e. insurances, 401K program, medical programs, etc.) other than hourly pay rates.

b. Qualifications

1. A minimum of 3 to 5 years experience as a Project Manager (preferred public safety arena) or a Public Safety Communication Center or Public Safety Answering Point (PSAP) supervisor, providing Public Safety management to federal, state, local or tribal customers. Association of Public-Safety Communications Officials (APCO) courses are an asset.
2. Certificates of Completion need to be provided with the resume.

Note: A Public Safety Communication Center is defined as a facility that provides radio and telephone communications and coordination/support of law enforcement, fire and/or emergency medical service activities. Public Safety Communication Centers are usually operated by and/or for local, state and Federal Government agencies.

**C-09.2 Lead Alarm Remote Programmer (Help Desk)**

a. Duties

1. Prior to the absence or unavailability of the contractor's Project Manager, a Lead Alarm Remote Programmer, full-time or part-time

upper-level manager shall be identified and provided by the contractor. This Lead Alarm Remote Programmer shall have the same contract management responsibilities, duties, authority and access as the primary Project Manager, whenever the primary Project Manager is absent or unavailable.

2. The contractor shall have a minimum of one Lead Remote Programmer.
3. The Lead Alarm Remote Programmer shall not perform dispatch supervisor duties and Lead Alarm Remote Programmer duties during the same tour of duty.
4. The Contractor shall submit to the Contracting Officer a resume clearly detailing the individual's qualifications and demonstrating that the proposed Lead Alarm Remote Programmer (LARP) meets the requirements listed above for the Project Manager. Replacement LARPs shall possess qualifications equal to or higher than those of the individuals originally proposed by the Contractor and accepted by the Government.

b. Qualifications

The qualifications for the Lead Alarm Remote Programmer are the same as that required for the Project Manager.

### C-09.3 Supervisors

a. Shift Supervision - General.

The term "on-site supervisor" means a person designated in writing by the contractor who has met contract requirements to be a supervisor and who has the authority to supervise and act for the contractor on a day-to-day basis at the worksite. Project Manager or non-supervisory personnel and/or contract-employees that are performing non-supervisory labor hours under the terms of this contract or any other contract administered by DHS shall NOT simultaneously perform the duties of the on-site supervisor. The contractor should note that on-site supervisors may perform operator duties to relieve operator for short time periods to go to the bathroom, in their supervisory capacity (whether there is a non-supervisory/operator person present, or not). Supervision shall not be used to provide breaks or lunch relief.

b. Duties.

1. All duties list in Section C-13.1.5 in Operator/Telecommunicator level five;
2. Prepare/send all required reports;

3. Complete all duties for any staff members whenever staff has to leave the dispatch area;
4. Schedule training;
5. Handles all issues for non-supervisory staff when they need assistance;
6. Researching and provide response to inquiries, issues, or complaints;

c. Qualifications.

1. Successfully completed all training;
2. Successfully completed the Association of Public-Safety Communications Officials-International, Inc. (APCO) Communications Center Supervisor course.
3. Have a secret clearance issued.
4. Have at least three years experience as a Telecommunicator in a MegaCenter, preferably in the Center where they supervise. Equivalent past experience in a MegaCenter, or under other dispatch contracts, working as a Telecommunicator/Operator or dispatch Supervisor may be substituted.
5. Two or more years experience in providing on-site supervision of military and/or civilian Law Enforcement Communication Center operators/dispatchers.

**C-09.4 Corporate Office Responsibilities and Oversight**

a. The Project Manager/Lead Remote Programmer and Supervisors shall not perform tasks/duties that are generally considered as Corporate Office support functions including, but not limited to, the following specific tasks:

- Handling health insurance issues;
- Handling payroll issues;
- Involvement in any recruitment efforts other than final interviews and approvals of the candidates;
- Handling any accounts payable or receivable (billing) issues.

b. The government shall take hourly deductions for any Project Manager/Alternate Project Manager (s) and/or Supervisory hours spent conducting Corporate Office support functions.

## **C-10 Qualifications of Personnel - General**

### **C-10.1 Qualifications of the Contractor's Employees - General**

To be eligible to perform under this contract, each on-site contract employee shall meet the contract's requirements for specific individual education, training, knowledge, skills, abilities and/or experience (including the combination thereof) and fulfill all security/clearance requirements.

### **C-10.2 Individual Qualifications**

In addition to requirements listed elsewhere in the solicitation, the contractor supervisory and non-supervisory operator staff performing contract-related duties at the Government's worksite(s) shall each possess the following individual education, training, knowledge, skills, abilities and/or experience:

#### **a. Non-technical**

1. A high school diploma or equivalent FPS-recognized certificate, such as a GED.
2. Experience that provided the individual with familiarity and skill in the efficient operation of a typewriter, computer and/or telecommunications (teletypewriter) keyboard.
3. The ability to courteously and promptly verbally communicate and deal with the general public, Government employees, and other law enforcement facilities over the telephone and radio net in the English language.
4. The ability to read, comprehend and utilize detailed English-language written requirements, procedures, orders, instructions and training materials.
5. The ability to maintain poise and self-control under stress.
6. The ability to compose, read, write and understand clear, concise and accurate reports, logs and documents, in the English language.
7. The ability to speak English in a clear, distinct and readily understandable manner.
8. The ability to operate telephonic facsimile (fax) machines so as to send and receive facsimile transmissions in a timely manner.

#### **b. Technical**

1. The ability to install, monitor and repair surveillance camera/video monitor systems.
2. Experience in operating a computer system that utilizes Microsoft Windows software.
3. Experience in data input and retrieval from computer systems that utilizes Microsoft Windows software.

4. The ability to operate and troubleshoot intrusion, duress and fire warning systems and elevator emergency communication systems.
5. Must obtain certification on all law enforcement information networks in the MegaCenter within 60 calendar days of starting on contract.
6. The ability to update records in the MegaCenter and making calls to client to obtain needed information for records maintenance.

### **C-10.3 Individual Qualifications - Health & Physical Fitness**

a. The contractor shall ensure that all employees assigned are in good general health without physical defects or psychological abnormalities, which would interfere with the performance of duties. They shall be free from any communicable disease. Physical fitness shall be fully documented by the contractor on Standard Form 78, Certificate of Medical Examination, Exhibit J-11. The COTR shall supply an ample supply of these Forms after contract award. A licensed physician shall administer Physical examination(s) and the completed Standard Form 78 submitted to the COTR prior to the employee's assignment to duty.

b. The Contractor is responsible for ensuring that all employees are able to perform the essential functions of the contract, with or without reasonable accommodation. If one of the Contractor's employees alleges that he/she has a disability and requires a reasonable accommodation to perform the essential functions of the job, it is the Contractor's sole responsibility to discuss reasonable accommodation with its employee and to decide what accommodation, if any, to provide at its own expense. The Contractor, not FPS, is responsible for complying with all provisions of the Americans with Disabilities Act of 1990 (Pub. L. 101-336) (ADA) and the Rehabilitation Act (29 U.S.C. 791 et seq.).

c. For employees who have submitted certificates of Medical Examination while employed by a contractor who is subsequently replaced by another contractor, the new contractor is not required to submit another certificate if the current certificate was submitted within the three (3) years of date of award, unless specifically requested to do so by the Contracting Officer or the COTR.

d. For employees who are approved for such activities by their personal physicians and/or the physician performing the above stated Medical Examination, contract employees may be provided access and use of physical fitness facilities located within the MegaCenter building.

### **C-10.4 Individual Qualifications - Integrity & Judgment of On-site Staff**

Contractor and their employees provided through this contract shall comply with the DHS Standard of Conduct guide and shall complete the government required annual refresher training. This should be completed prior to employee's anniversary date of employment.

#### **C-10.5 Employment Eligibility**

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

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

#### **C-11 Training**

As the MegaCenter program expands and grows, new programs and procedures may need to be implemented by the Contractor's staff. The government will pay for training hours on new programs that can't be learned during the normal tour of duty. The government shall unilaterally determine the amount of time required for such training.

##### **C-11.1 Contractor Responsibilities Related to Training - General**

The contractor shall ensure that each contract employee meets all Government training requirements. While the Government will provide additional training to contract employees after contract award, the contractor has the final responsibility to ensure that all contract employees have the appropriate type and degree of contract-required training.

##### **C-11.2 Contracting Officer's Technical Representatives (COTR) Responsibilities.**

The Contracting Officer's Technical Representative (COTR) will provide the following:

a. The COTR will present eight (8) to ten (10) hours of formal classroom-style training on the subjects outlined in Exhibit J-8 to the designated Contracting Officials such as the Project Manager and/or supervisors. The designated contract official Project Manager or supervisor shall be responsible for providing this training to all new and replacement personnel. Training is valid for a period of three (3) years, or for the duration of this contract, whichever is longer. The need for this training can be waived if the Project Manager has already received the training.

b. In addition, the COTR shall provide 60 hours of on-site in service training to designated contract officials, i.e. Project Manager and/or supervisor. The

designated contract official is responsible to provide this training to all new and replacement personnel. This training is valid for a period of three (3) years or the duration of this Contract, whichever is longer.

c. Provide the training location for government sponsored, COTR provided formal training.

d. In the event of new, additional and/or modified/computer equipment installation, the COTR will inform the contract supervisor(s) of the necessary operating procedures for new, current and/or replacement employees.

### **C-11.3 Contractor Responsibilities Related to Training – Specific**

a. The contractor shall contact the Contracting Officer's Technical Representative within ten (10) business days after award to establish a mutually agreeable schedule for the initial completion of formal classroom training.

b. Individual contract employees who have met similar training requirements from previous Federal contracts may perform duties that comply with shift requirements prior to completion of formal 8 hours of classroom-style training. However, these individuals shall complete the eight hours of formal classroom-style training within sixty (60) calendar days of contract start-up (implementation of Contract).

c. The contractor shall provide a government-approved instructor for the presentation of 60 hours of required on-site training (see below) to meet the Commission of Accreditation of Law Enforcement Agencies (CALEA) standards. The contractor shall also provide any remuneration due the instructor and the contract-required employees for attending this training. The contractor shall provide each operator with no less than 60 hours of on-site training prior to having the operator stand (work) a shift alone. All classroom-style training provided by the Government will be completed prior to the contractor's initiation of contract-required on-site training. The contractor shall be responsible for providing all on-site training for each contract employee. During on-site training, the following (minimum) instructional time periods shall be set aside to orient the contractor's operator on the following subjects:

- MegaCenter Standard Operating Procedures.
- Alarm, radio and telephone system operating characteristics and etiquette.
- Reporting and logging incidents and offenses.
- Database searches for dispatch contact information.
- Law enforcement information network system operation and certification
- Identifying roles and responsibilities.
- Continuous Quality Assurance Plan improvement.



- Proper radio and telephone communication standard for answering telephones, being polite and professional, and proper radio communications usage.
- Building Rules & Regulations.
- Emergency response, the dispatch codes and use of emergency radio traffic procedures.
- Language Line Services use.
- Occupant Emergency Plan for the MegaCenter.
- Sexual Harassment training.
- Alarm monitoring software operations.
- Telephone use (both emergency and administrative), equipment features, listening, and comprehending.
- Radio terminal use (foot pedal, headsets, recording play back equipment, and emergency tone activation).
- Security Camera (locations, use, and first assessment).
- Administrative Computer System (LAN) operations, restrictions, and programs used.
- UL backup operations procedures.
- Printer locations and operations.
- Law Enforcement Information Networks (NCIC; NLETS; C3, and state databases) and restrictions of use.
- Dispatch Operation Log (proper documentation).
- Fax machine operation.
- Elevator telephone operation and procedures.

d. The contractor shall submit a monthly written evidence to the COTR that shall clearly demonstrate that each contract employee, including Reserve Force employees, have been trained in subject area(s) outlined above, and any new programs that are added during the term of this contract. The contractor shall ensure that each employee, including all subsequent new employees, receives no less than 60 hours of on-site training. The contractor shall complete a Report of Training Completion (Exhibit J-9) that will clearly document completion of training requirements (8 hours of formal training and 60 hours of on-site training) prior to assignment of employee(s) to duty under this contract.

e. Individual employees that have already met similar training requirements from previous MegaCenter Contracts may perform shift requirements prior to completion of sixty (60) hours of on-site training. However, the contractor shall ensure that all such individuals complete the required sixty (60) hours of on-site training within ninety (90) calendar days of Contract start-up (i.e., within ninety (90) days of Contract implementation).

f. When the government has new equipment installed in the MegaCenter, it may require the contractor to successfully complete training at the MegaCenter, or at a different location, in order to certify in the training requirement(s) for that additional equipment. When off-site training is deemed necessary by the

government, the contractor shall select and notify the employees authorized for the off-site training. Travel costs, if any, will be reimbursed in accordance with government travel regulations.

h. Contractor personnel may be authorized to transport and respond for daily operational needs using Government issued transportation when deemed necessary by the Contracting Officer's Technical Representative or FPS Management Staff. Contractor shall be required to complete a daily vehicle log in accordance with established procedures. Vehicles shall be visually inspected prior to and immediately after use by a Government official on site.

#### **C-12 Staffing Requirements – General**

The contractor shall provide and furnish all personnel, materials, equipment, services, and supervision necessary to perform the requirements set forth in the contract including the provision to provide the following:

- Operator/Telecommunicator (Non-supervisory);
- Training Coordinator;
- Training Assistant
- Supervisory Staff;
- Project Manager
- Lead Alarm Remote Programmer with same qualifications as the Project Manager;
- Data Entry II positions;
- Data Analyst I positions;
- Data Analyst II position(s);
- Administrative Assistant;
- Alarm Technicians;
- Computer Aided Design (AUTOCAD) operator;
- Systems Administrator;
- Network Engineer;
- Data Administrator;
- Information Systems Security Officer (ISSO);
- Telecommunications Specialist (Radio and Telephone);
- Transcriptionists; and
- Remote Programmers

#### **C-13 Staffing Requirements – Specific**

##### **C-13.1 Operator/Telecommunicator**

###### **a. Services Required.**

1. Monitoring electronic fire and security alarm systems to include observing video and audio monitors/alarm indicators, and coordinating the appropriate response to such alarms signals.
2. Radio and telephone dispatching to include sending and receiving audible and easily distinguishable and understandable English language voice communications via radio and telephone systems; answering verbal inquiries; coordinating the activities of law enforcement and other public safety personnel; obtaining and relaying public safety information, and calling clients to update their records
3. Operating (recording, playing, logging, storing tapes, and changing tapes) multi-channel radio and telephone dispatch audio logging/recording equipment.
4. Remotely operating and monitoring audio and video electronic surveillance systems; inputting access control data into personnel and vehicle entry access control systems.
5. Coordinating public safety services with federal, state and local government entities to include coordinating responses to complex local and remote alarms, and other reportable incidents.
6. Reporting and logging of events, in accordance with written Government instructions to include reporting on incidents, status and availability of law enforcement operatives, etc.
7. Operating primarily Microsoft Windows-based desktop computers and software, while reading and entering MegaCenter incident logging and reporting data.
8. Operating primarily Windows-based desktop computer and software while reading and entering and calling clients to update MegaCenter client records into the MegaCenter systems.
9. Operator-level usage, maintenance and testing of MegaCenter alarm and communication systems, in accordance with the contract and Standard Operating Procedures (SOP). Operator-level usage and maintenance includes, but is not limited to, such tasks as oiling shredder feed on a monthly basis; wiping copier and scanner glass plates, replacing printer, scanner, and copier toner cartridges, etc. Testing of MegaCenter alarm and communication systems includes, but is not limited to, such tasks as hourly communication tests, Telephone Recording Devices-Plugged in checks, test radio frequencies, test head-sets for malfunctions, UL required receivers and printers test, etc.

b. Minimum Qualifications of Operator/Telecommunicator

1. All Operators and related supervisory personal must obtain the Association of Public Communications Officials Inc. (APCO) basic

telecommunicator certification within ninety (90) calendar days of the first day working under this contract. All Operator Trainers must obtain an Association of Public Communications Officials Inc. (APCO) telecommunicator nationally Certified Trainer certificate before they can train other operators.

2. This contract identifies various levels of Operator/Telecommunicator based on the level of experience demonstrated by the individual. Each operator (non-supervisory person) shall meet or exceed the requirements of Trainee through Journeymen – Level Five stated hereinafter prior to working in that capacity.
3. A Public Safety Communication Center is defined as a facility that provides radio and telephone communications and coordination/support of law enforcement, fire and/or emergency medical service activities. Public Safety Communication Centers are usually operated by and/or for local, state and Federal Government agencies.

#### **C-13.1.1 Trainee – Apprentice Position (Level I)**

This is a position for individuals with little or no prior alarm monitoring or police dispatching experience.

- a. Must possess aptitude and *ability to* learn alarm monitoring and dispatching skills as demonstrated through prior Computer Aided Dispatch or manual dispatch achievement.
- b. Must be capable of successfully completing basic Associated of Public-Safety Communications Officials-International, Inc. (APCO) telecommunicator certification requirements; and
- c. Must successfully complete a probationary period as required under the appropriate apprenticeship program to be deemed fully qualified for advancement to the journey grade position. If an apprenticeship program does not exist at a MegaCenter, the Project Manager in conjunction with the Center Manager shall establish the training requirements in conjunction with their local Department of Labor representative.

#### **C-13.1.2 Journeymen – Level Two**

Must meet all Level One requirements plus:

- a. Must be fully trained and capable of independent performance in at least one region serviced by that applicable MegaCenter.

- b. Must have Association of Public Communications Officials Inc. (APCO) basic telecommunicator certification (unless deployment requirements limit availability of APCO course). If the certificate is the only requirement for this level that is not met due to a lack of training availability, candidate shall complete this requirement within 180 days of promotion to Level Two;
- c. Must complete all training necessary to make, receive and distribute queries on the National Criminal Information Center (NCIC), Justice Telecommunications System (CJIS/JUST) and state law enforcement information databases. Such training shall be received from a certified trainer employed in the Center or by going to an approved training class and passing the final exam.
- d. Must demonstrate ability to write clear, concise and timely reports, activity log entries and data;
- e. Must consistently demonstrate good teamwork, arrive for work timely, having no unexcused absences and be supportive of MegaCenter initiatives;
- f. Must consistently demonstrate good customer service techniques and skills;
- g. Must be able to maintain poise and self-control in a wide variety of stressful situations, and
- h. Must have successfully performed at Level One classification for at least 120 days.

### **C-13.1.3 Journeymen Level Three**

Must meet all Level Two requirements plus:

- a. Must be fully trained and capable of independent performance in all government regions supported by the MegaCenter (including sister center) and be able to successfully perform dispatching duties in all regions.
- b. Must be capable of accessing, with little assistance, the National Criminal Information Center (NCIC) and the appropriate state crime databases for all states in regions where qualified to work.
- c. Must be willing to work in regions where qualified on short notice – i.e., to work as a “rover” when requested.
- d. Must consistently demonstrate above average customer service skills by going beyond the minimum requirements to provide assistance and information when requested.
- e. Must act as mentor to newly hired and less experienced employees.

- f. Must be willing to occasionally perform as a Trainer for new employees when requested,
- g. Must have successfully performed at Level Two classification for at least 120 days.

C-13.1.4 Journeyman - Level Four

Must meet all Level Three requirements plus:

- a. Must be fully trained and capable of independent performance in all government regions supported by the MegaCenter (including sister center) and be able to successfully perform dispatching duties in all regions.
- b. Must act as a 'trainer for new employees either on a part-time/as-needed basis or for a complete "training cycle". A training cycle typically is a two-year program with a mix of classroom and on-the-job training.
- c. Must demonstrate initiative by assisting shift Supervisors with completion of some routine supervisory documentation not related to personnel issues.
- d. Must have successfully performed at Level Three classification for at least 120 days.

C-13.1.5 Journeyman – Level Five

Must meet all Level Four requirements plus:

- a. Must be fully trained and capable of independent performance in all government regions supported by the MegaCenter (including sister center) and be able to successfully perform dispatching duties in all regions.
- b. Must have a minimum of two (2) years experience that provided demonstrated knowledge of dispatching and communications operations.
- c. Must successfully complete the following:
  - 1. Association of Public Communications Officials Basic Telecommunicator Training program;
  - 2. Association of Public Communications Officials Project 33 Standards for Telecommunications Training for APCO Institute Basic Telecommunicator Training certificate;
  - 3. All law enforcement information systems certifications used in Center; and

4. Pass all in-Center and in-house testing (ie. testing on procedures; UL fail over; scenarios; elevators; Diallogic).
- d. Must demonstrate superior customer service skills by providing the best possible level of customer service in all situations.
- e. Must be capable of completing most supervisory-related administrative duties with minimal oversight and assistance.
- f. Must be capable of performing as an "Acting" Supervisor (only when working as a team with another Shift Supervisor on duty) as needed. This includes monitoring the performance of other telecommunicators and recommending corrective action to be taken by the Supervisor on duty when needed.
- g. Must maintain confidentiality of information read or heard while performing as an Acting Supervisor.
- h. Must have successfully performed at Level Four classification for at least 120 days.
- i. Must successfully demonstrate ability to deal with the public, government employees, and other law enforcement agencies using radio and telephone communications;
- j. Must successfully demonstrate ability to verbally communicate in a clear and concise manner on both telephone and radio systems;
- k. Must successfully demonstrate ability to receive and correctly process emergency communications by telephone and radio transmissions, alarm automation software (SIS), Alarm System and Telephone Deaf Display units;
- l. Must demonstrate ability to make accurate entries in MS Word and MS Excel programs. Must be able to type 35 words per minute with less than one mistake on average.
- m. Must demonstrate ability to clearly, accurately and concisely complete basic activity logs of calls actions taken and case report numbers issued;
- o. Must demonstrate ability to operate all dispatch-related computer equipment, and
- p. Must demonstrate ability to maintain poise and self-control under stress.

C-14 Trainer/Training Coordinator

a. Duties. This is full-time training position. The duties of the Trainer include but are not limited to the following:

1. Responsible for the overall training of Telecommunicators and dispatch supervisors;
2. Monitors and reports the effectiveness of training on employees during the orientation period and for career development;
3. Evaluates weaknesses and provides additional training as needed;
4. Conducts, at a minimum, training in the following:
  - Telephone and radio protocol;
  - Accuracy in recording data;
  - Standard Operating Procedures;
  - Data retrievals;
  - Data Entry;
5. Develops and presents Classroom and On the Job Training (OJT) Curriculum;
6. Creates lesson plans with interim performance objectives related to each lesson plan;
7. Maintains training files;
8. Develops and presents effective testing for OJT performance and classroom lesson plans written tests;
9. Conducts all needed annual and regular refresher training;
10. Ensure that all training is consistent with Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) CALEA standards;
11. Submits all training plans, materials, and objectives to the Contracting Officer's Technical Representative for review;
12. Coordinates training with the National Training Committee and Chairperson;
13. Establishes and maintains contact with Training Sub-Committee for training;
14. Is responsible for ensuring all dispatchers and dispatch supervisors comply with the national APCO standards as modified by the MegaCenter Standard Operating Procedures. Relies on instructions and pre-established guidelines to perform the functions of the job.
15. Document all training records and maintain the records for the life of the contract. The training records must be available to the Government to review at any time.
16. Other training as required.

b. Minimum Qualifications of the Trainer Position



1. Shall meet the qualifications of a Supervisor as described in C.09.3.c and have documentation services as a MegaCenter supervisor;
2. Shall be certified as a trainer for the National Criminal Information Center (NCIC) and Justice Telecommunications System (CJIS/JUST) used in the Centers and national and state law enforcement information databases
3. Shall be certified as a trainer by the National Emergency Communications Institute (NECI), by APCO, or certification by another certified emergency dispatch center telecommunications trainer as detailed herein;
4. Shall be certified as a trainer in all other program areas that require certification listed or added by the government as they are added to the contract.
5. Shall possess all the requirements and qualifications of a non-supervisory Operator/Dispatcher and perform those duties when directed to do so by the Project Manager;
6. Shall have at least 3 years experience as a trainer in a dispatch center;
7. Is fully knowledgeable of the daily dispatch functions and related equipment associated with the MegaCenter;

c. Work Schedule – Trainer. Training Coordinator/Instructor – 40 hour work week. The work shall be scheduled in 8 hour daily shifts and adjusted for holidays and/or other mission support needs that fall within the workweek, rescheduling by tour of duty or day, provided the contractor provides the full 40 hours within a legal work week. Depending on the shift/tour, this position will be supervised by the Project Manager, Lead Remote Programmer and/or shift supervisor.

C-15 Training Assistant

a. Duties. The Training Assistant can be part time (additional duties) or may be a full-time position responsible for assisting the Training Coordinator in the development, coordination, evaluation and administration of the training program. Working closely with the Training Coordinator, Supervisors, and Dispatchers, the Training Assistant will assist the Training Coordinator with tracking the results of training, update training curriculum, match training materials to SOPS and assist in keeping the SOPs current. The Training Assistant will work with the Training Coordinator in order to establish training programs that meet the changing needs of the MegaCenter and FPS.

1. Assist with the development and maintenance of a professional, public-safety/alarm dispatch-training program.
2. Assist with the coordination of cross training between Regions.

3. Assist with updating training materials and SOPs to reflect current job requirements.
4. Conduct new hire introduction training in the classroom setting following the established training guidelines.
5. Assist with the maintenance of the training database.
6. Research and present to the Training Coordinator recommendations for outside training programs and tools that will benefit the center and the dispatchers.
7. Assist with the maintenance of the current Standard Evaluation Guidelines based on performance expectations as established in coordination with the Training Coordinator and Supervisors.
8. Assist with the development of remedial training plans as needed with the Training Coordinator.
9. Assist with updating existing training programs
10. Assist with the development of in-service training as needed to reach QAP standards.

b. Qualifications.

1. 1-2 Years training experience.
2. Ability to manage multiple projects and meet deadlines.
3. Expertise in developing valid tests and curriculum.
4. APCO certification preferred.

c. Work Schedule – Training Assistant – 40 hour work week – The work will be scheduled in 8 hour daily shifts and adjusted for holidays and/or other mission support needs that fall within the workweek, rescheduling by tour of duty or day, provided we receive the full 40 hours within a legal work week. Depending on the shift/tour, this position will be supervised by the Project Manager, Lead Remote Programmer and/or shift supervisor.

C-16 Data Entry II

a. Duties. This is a non-supervisory data entry position. This position provides work on a routine and repetitive basis following specific procedures or detailed instructions, working from standardized source documents that require little or no specific coding or interpreting of data entered. The position requires the application of experience and judgment in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered into a database program from a variety of source documents. Data entry personnel work under the direction of the Data Analyst and Lead Information Technology Specialist, or the Project Manager. The primary databases utilized are the following:

1. Alarm automation software (SIS) – Updates:
  - Maintain information on all alarm accounts. This includes devices, contacts, users, zones and panel information.

- Place accounts on test as requested.
- Disable accounts as requested.
- Document instructions/procedures in the notepad as required.
- Create and delete accounts.
- Update files.
- Contact Security Managers and emergency contacts for current information when necessary.

2. Alarm Account Reviews:

- Contact Security Managers and/or emergency contacts to obtain current information on:
  - Contact List – Verify Names, Numbers and Priorities. Add/Remove/Change information as required.
  - User List – Verify User List and codes if necessary. Add/Remove/Change information as required.
  - Schedules – Verify schedules for opens/closes if required. Add/Remove/Change schedule as required.
- Make necessary changes in SIS and related databases.
- Communicate with Remote Programmers on account related matters.
- Obtain documentation from Authorized Agency Representative for any updates.
- Update files.

3. Maintain information in all MegaCenter databases:

a. *Building Information Database:* Maintain information on all buildings. This includes emergency contact information, Occupant Emergency Plan (OEP) data and building status. Maintain the information in related databases. Develop contacts throughout FPS and clients to obtain required data.

b. *Alarm Information Database:* Maintain information on all alarm accounts. This includes contacts, devices, users, zones and panel information. Log all updates on the Activity Log. Develop and maintain contacts with Authorized Security Managers to obtain required updates.

c. *Contact Information Database:* Maintain information on all contacts as related to alarm account contacts and building contacts. This includes office phone number, home phone number, cell phone number, pager number, address, title and email addresses.

4. Dialogic Communications Corporation (DCC) Communicator

- Maintain information on all contact rosters. This information includes name, id code, all phone numbers and groups.
- Make necessary changes to update the rosters and groups.
- Contact users to obtain correct information.
- Use forms to add/change/remove contact rosters and groups.
- Provide recommendations on scenarios and procedures.
- Work with Telecommunicators in creating and implementing scenarios.
- Work closely with the Data Analyst on status and problematic issues and when necessary, report to FPS Management. Assist in resolving inconsistent data. Log all updates and provide status reports to data analyst and management on these updates.
- Provide statistical reports and other reports as requested.
- Serve as backup Telecommunicators during catastrophic/emergency events.
- Provide recommendations to FPS management on operational procedures.

b. Data Entry II Qualifications:

1. Data Entry clerk(s) shall accurately type at least 35 (thirty-five) Words Per Minute (WPM) with only one error using a computer keyboard. This shall be verified by data entry test administered by the contractor and witnessed by the Government.
2. The individual shall demonstrate basic user level proficiency and knowledge of Microsoft Windows based computers to include Excel, Word, Access and Power Point.
3. The individual shall demonstrate a journeymen's understanding of the spelling and definitions of the terminology used by law enforcement.

**C-17 Data Analyst I**

a. Duties.

1. General. Completes project tasks that are determined by the government lead Information Technology Specialist or by the Contractors' Project Manager. The lead Information Technology Specialist is responsible for all objective and goals that are of the Information Technology nature. Taskings reflect these goals. While the Lead Information Technology Specialist provides occasional technical assistance, operations-oriented supervision is required to oversee actions such as creating/modifying/deleting alarm accounts and updating building and contact information.

2. The Data Analyst's primary responsibility is the maintenance and management of the alarm automation software (currently Security Information Software) and the information contained within the application. Included in their duties are:

- Maintain information on all alarm accounts. This includes devices, contacts, users, zones and panel information.
- Place accounts on test as requested.
- Disable accounts as requested.
- Document instructions/procedures in the notepad as required.
- Create and delete accounts.
- Update files.
- Prepare alarm activity reports for customers and FPS Management.
- Resolve discrepancies with the account information.
- Assist Remote Programmer in the set up and maintenance of alarm panel software.
- Respond to general alarm or account inquiries from customers.
- Perform basic system administrative functions such as maintaining system user logins and permissions.
- Maintains tracking and logging for activities performed.
- Contact Alarm Account Security Managers and emergency contacts for current information when necessary.
- Serves as backup Telecommunicator or supervisor during catastrophic/emergency or, "Fail Over" events.

b. Qualifications:

- Ability to perform complex data analysis and present conclusions.
- Ability to maintain an organized process.
- Ability to understand data relationships within the organization.
- Ability to research data in response to inquiries or discrepancies and develop an accurate conclusion.
- Ability to identify and resolve data discrepancies to maintain data integrity.
- Strong written and verbal communication skills.
- Ability to work within a team environment.
- Strong customer relation skills.
- Strong troubleshooting skills to quickly assess problems and develop resolution.
- Ability to analyze and apply policies and procedures.
- Strong computer skills.

C-18 Data Analyst II

a. Duties:

1. General. Completes project tasks that are determined by the government lead Information Technology Specialist or by the Contractors' Project Manager. The lead Information Technology Specialist is responsible for all objective and goals that are of the Information Technology nature. Taskings reflect these goals. While the Lead Information Technology Specialist provides occasional technical assistance, operations-oriented supervision is required to oversee actions such as creating/modifying/deleting alarm accounts and updating building and contact information.

2. Included in the duties are:

- Provides guidance to all Data Entry personnel, including the Data Analyst I, in managing all information systems.
- Resolves discrepancies in information.
- Performs quality assurance tasks, reviewing the tasks of other team members for accuracy.
- Maintains expert knowledge of the operations of all information systems. Provides training to personnel on the operations of each system. These systems include:
  - Security Information System (SIS)
  - Enterprise Information System (EIS)
  - WebRMS
  - Dialogic Communicator (DCC)
  - Dictaphone Transport System
  - Dispatch Operations Log (DOL)
- Provides recommendations on how to use each system efficiently.
- Recommends procedures and processes for operations of system.
- Provides guidance to the dispatch community on system usage.
- Maintains information in all MegaCenter databases:
  - Building Contact information
  - Alarm Account information
  - Contact Information Management
- Develops creative information solutions using standard applications.
- Maintains all tracking and logging solutions and provides statistical data using this information.
- Provides assistance to the Lead Information Technology Specialist in all areas of Information Management. This includes some limited project management responsibilities.
- Serves as backup Telecommunicator or supervisor during catastrophic/emergency or, "Fail Over" events. An example of an

emergency would be the center loses computing operations to the extent that all dispatching has to be completed in the manual mode.

b. Qualifications:

- Ability to perform complex data analysis and present conclusions.
- Ability to maintain an organized process.
- Ability to understand data relationships within the organization.
- Ability to research data in response to inquiries or discrepancies and develop an accurate conclusion.
- Ability to identify and resolve data discrepancies to maintain data integrity.
- Strong written and verbal communication skills.
- Ability to work within a team environment.
- Strong customer relation skills.
- Strong troubleshooting skills to quickly assess problems and develop resolution.
- Ability to analyze and apply policies and procedures.
- Ability to calculate and analyze statistical information.
- Ability to develop policies and procedures.
- Ability to devise and implement Quality Assurance measures.
- Maintains advanced knowledge of software applications.

C-19 Administrative Assistant

Duties.

- a. Responsible for inputting Travel/Procurement information into the Federal Financial Management System (FFMS) for the FPS MegaCenter staff.
- b. Collects and inputs information into the system for Time and Attendance (T&A) reporting system for FPS MegaCenter staff; other T&A systems; individuals daily schedules and annotates them for future retrieval or audits; assists in the tracking of Time and Attendance (Time Keeper).
- c. Records Managers meeting minutes as needed (i.e. weekly managers conference calls); records and produces typed transcript of meeting.
- d. Inputs Service/Reimbursable Work Authorizations (SWA's or RWA's) into the SWA database, to include maintaining an up-to-date file system as a quick reference library. Works with the Alarm Technicians to insure all reimbursable time is reported and recovered, by FPS, from the Agency requesting services that are above standard level.
- e. Takes incoming phone calls from the Help Desk Line and transfers information to a Service Ticket for the Technical Staff to act upon.

- f. Supplies information to the client agencies regarding maintenance, service procedures, cost, procurement, and installations.
- g. Verifies and completes the credit card statements for procurements and services.
- h. Logs all transactions and calls for service against the SWA through a local file folder system.
- i. Uses purchasing systems to input financial information into the Government databases other than (i.e. Debt Management Center, Finance Centers).
- j. Responsible for the accurate tracking of visitors that frequent the Center.
- k. Completes all necessary paperwork pertaining to new accounts including the corresponding Alarm Information Sheets.
- l. Constructs new spreadsheets and forms, as they are needed to conduct accurate inventories.
- m. Responsible for the daily upkeep of the Center's interior, including generating and tracking all facility services calls (except those calls to the work of Equipment Specialist).
- n. Updates the internal filing system within the MegaCenter.
- o. Escorts visitors to the MegaCenter if a Government POC is not available.
- p. If required in individual center, verifies information using the internal Alarm Data Base System.
- q. If required in individual center, assists in the record keeping and inventory of the voice data recordings.
- r. If required in individual center, maintains a working knowledge of the HVAC/CRAC unit systems used throughout the Center, e.g. where the circuit breakers for the systems are located, service contractors names, telephone numbers, etc.
- s. If required in individual Center, responsible for dealing with vendors to maintain the plant service within the Center.
- t. Other duties as assigned.



### C-20.1 Duties:

a. Performs a wide range of electronic duties, including installing, maintaining, troubleshooting, and specifying (designing) electronic security systems, including alarm panels, access control systems, duress systems, X-ray/magnetometers, closed circuit TV systems and copper/fiber physical plant wiring.

Troubleshooting may include, but not be limited to, the following tasks:

- Receive all calls from tenant agencies, operators, or MegaCenter staff on all electronic security systems issues;
- Upon receipt of a call, complete basic troubleshooting with the client while they are on the telephone in an effort to resolve the problem;
- Access the panel through dial-up to assess whether the issues can be resolved through programming corrections;
- Assume responsibility until the issue is successfully resolved including dispatching service to the location if necessary;
- If service is required, request approval from the responsible authority in the affected Region; and follow-up until financial approval is received;
- Locate a local service provider and dispatch service, advising the local provider of the issues involved;
- Telephonically assist the local service provider in resolution of problems, including providing technical advice;
- Follow-up with the client agency to determine if service was completed and the customer is satisfied;
- Receive and process invoices for payment of services; and
- Provide a monthly Report of Service calls provided.

b. Shall perform installation and maintenance of the MegaCenter's:

- Physical plant wiring for copper and fiber media, using industry standard installation practices;
- In-house security systems include alarm panels, intrusion detection, video, closed circuit TV, access control system, and duress systems.
- Works with the administrative assistant to insure Reimbursable cost are properly recovered and recorded on the SWA and FFMS systems.

c. Maintain all dial-in and network electronic systems connected into the MegaCenter. These systems include: 1) Intrusion Detection; 2) Access Control; 3) Closed Circuit Television; 4) Intercoms; 5) X-ray and magnetometers; 6) combination Intrusion Detection/Access Control; 7) elevator dialers, and 8) fire alarm communicators.

### C-20.2 Systems Design:

a. This work includes:

- Requirement analysis and initial design;
- Design modifications;
- Installation coordination; and
- Initial testing.

b. The types of systems include:

- Intrusion Detection;
- Access Control;
- Closed Circuit Television;
- Intercoms;
- X-ray and magnetometers;
- Combination Intrusion Detection/Access Control;
- Elevator dialers, and
- Fire alarm communicators.

C-20.3 Design/Installation Requirements:

- Receive project assignments from FPS.
- **Designs are to be completed and returned within three business days.**
- Contact client agency points of contact and clarifies the intent, scope, budget and standards of the project.
- Determine the level of security requirements based on agency requirements and Federal Protective Service guidelines.
- Interact with Federal Protective Service agency representative to provide the agency with an effective system design, within Federal Protective Service and agency guidelines.
- Complete design package with complete scope of work, complete system drawings, and Cost Estimate (CE), including a draft version of the design in overlay/blueprint format.
- Create an equipment list based on system design.
- Proceeds with project once FPS representative receives signed Reimbursable Work Authorization (RWA) from agency or approval of funding for direct funded projects.
- Prepare pre-award contract paperwork for the project and delivers project to the contracting section.
- Assist contracting section with answering Requests For Information (RFI) from the bidders.
- Manage the execution of the project after it is awarded to a bidder.
- Provide effective control of the project by ensuring that project objectives are met by monitoring and measuring progress and taking corrective action when necessary.

- Provide effective closing of the project by formalizing acceptance of the project and bringing it to an orderly end.

C20-4 Additional Requirements/Duties:

- Coordinate and complete all remote programming and troubleshooting of alarm control panels via programming software and direct programming and troubleshooting.
- Assist government and contractors in troubleshooting and repair of all alarm panels whether local, other monitoring centers, and MegaCenter connected.
- Provide instruction on proper operation of networked alarm and access control systems to end users as required.
- Remote program and troubleshoot all systems.
- Troubleshoot and arrange for repair of systems. The time taken to complete services calls by an outside contractor shall not affect this deliverable.
- Maintain and manage the Service Support Desk system and associated databases.
- Troubleshoot systems security issues over the telephone utilizing alarm receiver automation systems (currently, Security Information Systems Alarm Center SIS).
- Perform Electronic Technician work in support of Computer Specialist within the MegaCenter, such as installing wiring, connecting and programming telephones, basic trouble shooting of circuits, basic trouble shooting of equipment, and other duties as determined by the Contracting Officer's Technical Representative related to electronics projects within the MegaCenter.
- This position may require travel to conduct periodic security inspections.
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C-21 Computer Aided Design (AutoCAD) Operator

a. Duties.

1. Update existing system designs utilizing the AutoCAD system and Security Industry Association (SIA) symbols.
2. Maintain existing system accounts using the AutoCAD system.
3. Perform AutoCAD system maintenance.

4. Provides technical advice and assistance to FPS personnel, design personnel and client agency representatives on all aspects of electronics security systems and security countermeasures hardware applications.
5. Writes procedures and specifications concerning selection, design, procurement, installation, modification and inspection of security systems.
6. Advises FPS personnel, on all aspects of inspections of security system installations, for compliance with standards and specifications.
7. Develops security system requirements through consultation with client agency officials. Maintains a continuous written, as well as oral dialogue with these officials relative to system needs, specifications and cost data.
8. Provides client agencies with accurate and easily understood replies. Verbal and written replies are to be made in a positive, cooperative manner. Written replies are written in significant detail to preclude misunderstanding with correct grammar and punctuation.
9. Supports headquarters and regional office initiated special projects.
10. Develop cost/budget data for security systems purchase, installation and/or replacement.
11. Maintains complete inventory (Manufacturer, Model, Serial number, and locations of all equipment) of all systems components for installed security systems.
12. Provides technical advice and support to FPS officials and client agencies. Maintains a close liaison with the security and communications industries.
13. Implements local policy relating to wire and cable installation practices.

b. Standards of expected performance:

1. Respond to inquires within 72 hours, unless extended by the COTR. Response shall reflect accepted industry standards and provide sufficient detail to resolve concerns expressed by other parties.
2. Submit Project Control Register to the COTR, on the first federal government business day of each month. Register will include building number and location, projected costs, points of contact and project completion status. This register will be updated monthly.

C-24 Database Administrator

a. Duties:

1. Administers, installs, maintains, troubleshoots, and upgrades databases, that may reside on servers, such as Microsoft SQL Server 2000, stand alone, such as Microsoft Access, or web-accessed databases.

2. Network Systems Administration: Administers, installs, maintains, troubleshoots, and upgrades network infrastructure components, including hubs, routers, and firewalls.

3. The MegaCenters utilize a full range of hardware and software to support the daily mission.

Typical hardware includes, but is not limited to the following:

Alarm panels, access control systems, duress systems, X-ray/magnetometers, closed-circuit TV and video systems, telephone systems, computer systems servers, workstations, hubs, and physical wiring plants employing fiber and copper media. Typical software includes – but is not limited to: Microsoft Windows products – Windows 95, 98, NT (workstation and server), 2000 (pro and server), and XP; AUTOCAD software, Microsoft Office products, SQL 2000 Server, Hirsch SAM (Scramblenet Access Manager), and alarm remote programming systems.

4. All Work Orders shall be followed up with confirming email or other means, such as a job ticket order issued by the COTR for all system administration work.

b. Additional Duties:

- Provide preventive solutions to administrative and maintenance challenges for all databases housed by the MegaCenter.
- Evaluate and install Applications Developers' changes to production database. (Such as new Windows, SIS, and Computer Aided Dispatch system.)
- Plan, coordinate or execute all activities related to design, implementation, backup and recovery of database across multiple platforms and systems.
- Perform SQL statement tuning.
- Evaluate database layout and make recommendations for changes/redesigns.
- Assist in the development of SQL server design and development standards.

3. Cost/budget data will be based upon demonstrated system reliability, expected service life and technological development/advances. Projections will be provided to the responsible FPS personnel in the format specified.

4. Potential problems, or significant deviations from any projects status and budget projections, will be brought to the immediate attention of the responsible FPS personnel.

5. Completes Computer Aided Design (AutoCAD) final design in AutoCAD format and/or Visual Basic format.

c. Project Completion Timeframes.

Projects are to be completed within thirty business days (unless approved for longer completion period in writing, by the Contracting Officer (CO) or the Contracting Officer's Representative (COTR) at time when the Project Managers receives the assignment). Project Management extensions can be approved and signed by the CO or the COTR prior to the expiration of the completion period.

d. Qualifications – Computer Aided Design (AUTOCAD) Operator

1. Contractor personnel assigned to this task must have three years prior experience relating to this task in the alarm industry for design, service, AUTOCAD, and project management.

2. Knowledge of IEEE EIA/TIA 568/569, UL-1981, and UL-827 standards.

3. Knowledge of alarm security installation industry standard practices.

C-22 System Administrator

a. Duties.

1. Performs a wide range of computer related duties, including installing, maintaining, troubleshooting, and specifying computer and network hardware and software.

2. Responsible for installing, configuring and maintaining Windows workstations and servers. Administers, installs, maintains, troubleshoots, and upgrades windows workstations and server hardware and software. Monitors and optimizes the system to achieve optimum level of performance. Ensures data integrity of Windows workstations/servers by evaluating, implementing and managing appropriate software and hardware solutions. Ensures data recoverability by implementing a robust methodology for performing system backups and database archive operations.

3. SQL Databases Administration: Administers, installs, maintains, troubleshoots, and upgrades databases, that may reside on servers, such as Microsoft SQL Server 2000, stand alone, such as Microsoft Access, or web-accessed databases.

4. Network Systems Administration: Administers, installs, maintains, troubleshoots, and upgrades network infrastructure components, including hubs, routers, and firewalls.

b. Qualifications – Systems Administrator

1. Candidates shall have two years previous experience as an administrator on Window 2000/2003; Active Directory; SQL server 2000; networking technologies including IP, FTP, WEB, SMTP, and firewalls; Windows XP, Systems administrator desktop and server and network.

2. In addition to two years experience requirement the System Administrator shall possess the following:

- 4-year degree in Computer Science or related field, preferred.
- Familiar with UNIX systems internals as well as Oracle.
- Working knowledge of SQL relational database management systems.
- Experience designing relational objects such as: tables, stored procedures, triggers and DTS (Data transformation services) packages.
- Extensive experience with SQL utilities, backup procedures and recovery process, Query Analyzer, profiler.
- Knowledge of the Microsoft 2000 and NT operating systems.
- T-SQL script programming experience.
- 3+ years SQL experience on a Microsoft platform.
- Familiar with database design concepts.
- Familiar with Microsoft Access and Crystal Reports.

C-23 Network Engineer

a. Duties.

1. Performs duties as a Network Engineer in support of the operations, processes and/or requirements gathering for the Federal Protective Service (FPS) Department of Homeland Security (DHS), information technology infrastructure.

2. Shall regularly assess the current IT state, as well as the development and operation of systems, to identify factors such as interoperability, cost

efficiency, security, and trends which may affect the operating elements within FPS.

3. Serves as a technical expert in the area of local and wide area networks, systems administration of network operating systems, systems security and other network-based applications.
4. Applies network and information technology (IT) architecture sufficient to manage the design of network architectures, including evaluating and defining infrastructure requirements, selecting hardware and software components, coordinating network implementation planning and overseeing testing and implementation of information technology systems that are critical to the success of the Federal Protective Service, Department of Homeland Security.
5. Manages network server-based and personal computer-based applications; implementation of new systems; conducting post-implementation evaluation and making recommendations and systems maintenance activities, including personal computers and other peripherals.
6. Ensures the confidentiality, integrity, and availability of systems, networks and data through the planning, analysis, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.
7. Makes expert recommendations on the scope of the network infrastructure, including identification of processes, functions, items to be controlled, and information to be recorded.
8. Conducts technical evaluation studies to support analysis of specific issues relating to the application of information technology; conducts technical evaluation studies in the selection and proper application of emerging computer technologies.
9. Conceives, plans and conducts challenging LAN design projects, baseline studies and trade-off analyses aimed at improving the cost effectiveness and efficiency of current and future FPS network architecture configurations.
10. Develops, implements, and maintains system program documentation.
11. Prepares functional descriptions, network topology diagrams, system/subsystem specifications, end users manuals, and regulations in accordance with FPS guidelines.
12. Provides technical assistance and guidance to communication-information system users, contracting personnel, and personnel in other lines of work and disciplines who interface with the unit.



13. Develops plans and policies for systems improvement, conducts post-implementation evaluations and make recommendations.

14. Reviews technical specifications and evaluating proposed equipment configurations for suitability of use and interoperability with existing system and network architectures.

15. Reviews technical specifications and proposed equipment configurations identifying inefficiencies and problematic areas, formulates and implements solutions to computer related problems in order to improve branch operations; and recommends ways to improve service to end-users.

b. Qualifications – Network Engineer

1. Must possess technical knowledge and expertise in planning, installation, implementing and maintaining Microsoft Windows 2000 Professional/Server / Windows NT 4.0 Workstation/Server, Windows 2000 Active Directory, network protocols/architectures TCP/IP, DHCP, DNS, VPN, Windows 2000 Routing and Remote Access in a LAN/WAN Ethernet/Gigabit based network.

2. Must possess progressively responsible experience in capacity planning, network layout and addressing, product selection, configuration of routers, multi-layer switches and other communication equipment for Ethernet & Gigabit networks.

3. Must possess progressively responsible theoretical and practical knowledge of firewalls including Intrusion Detection & Network Scanning/Mapping, Backups, security policies and maintenance, Network/Remote Access Servers and in-depth knowledge of TCP/IP protocol suite and routing protocols.

4. Must possess technical knowledge and expertise in establishing operational procedures; devising security and disaster recovery plans for hardware, software and data; submitting proposals; and developing written budget justifications for equipment.

5. Must possess progressively responsible experience in training and mentoring internal staff; setting priorities; managing multiple technical projects and developing short and long range networking plans. The incumbent will establish and adjust schedules, priorities, and deadlines for completion of objectives.

6. Possess the ability to analyze problems and assess the practical implications of alternate solutions; the ability to communicate with others, orally and in writing; and the capacity to employ the knowledge, skills and abilities in the resolution of problems.

- Develop/modify system documentation.

c. Qualifications:

- Two years previous experience as an administrator/database administrator: On Window 2000/2003; Active Directory; SQL server 2000; Windows XP; and Oracle (version 10 or later) databases.
- Knowledge of SQL data definition and data manipulations.
- Knowledge of web based systems.
- Knowledge of SQL data definition and data manipulations.

**C-25 Information Systems Security Officer/Specialist**

a. The individual will perform work for the Federal Protective Service, Immigration and Customs Enforcement as an Information Technology Security Specialist. The primary purpose of the position is to provide expertise as the Information Systems Security Officer ISSO, during the Certification and Accreditation process for all FPS applications and follow on during follow on performance of the contract.

b. Information Systems Security Officer (ISSO) shall be assigned to each major application and General Support System. The ISSO is the focal point for information assurance activities in each DHS Component at the IT system level. This includes ensuring that appropriate steps are taken to implement information security requirements for automated information systems throughout their life cycle, from the requirements definition phase through disposal. ISSO's assigned to operational systems must ensure that the system and data being processed on it are not only adequately protected but also are available to the user community when needed. General Support System ISSOs are normally assigned at offices containing local area networks and routinely interface with system users, system and network administrators, and site facility personnel.

c. Duties and Responsibilities:

1. Implements higher-level security requirements such as those resulting from laws, regulations, or Presidential directives.
2. Integrates security programs across disciplines. Defines the scope and level of detail for security plans and policies applicable to the security program.
3. Assess new systems design methodologies to improve software quality. Leads implementation activities. Institutes measures to ensure awareness and compliance. Identifies need for changes based on new security technologies or threats. Reviews and evaluates security incident response policies. Develops long-range plans for IT security systems that anticipate, identify,

evaluate, mitigate, and minimize risks associated with IT systems vulnerabilities.

4. Reviews proposed new systems, networks, and software designs for potential security risks.
5. Resolves integration issues related to the implementation of new systems with the existing infrastructure.
6. Mastery of, and skill in applying IT systems security principles, concepts, and methods.
7. Mastery of, and skill in applying new IT security developments.
8. Mastery of, and skill in project management principles and methods.
9. Mastery of, and skill in process engineering concepts.
10. Understanding of the Federal IT security hierarchy.
11. Mastery of, and skill in infrastructure protection environment.
12. Developing and completing all documentation needed to successfully submit annual Certification & Accreditation package for the center.

d. Minimum Qualifications:

- Minimum of 5 years of professional experience
- Experience with the System Development Life Cycle (SDLC).
- Experience with computer security integration for client-server and web-based applications.
- Superior writing skills (samples required).
- Independent thinker with in-depth, hands-on experience implementing various security mechanisms for multi-platforms and operating systems.
- Risk assessment experience as well as experience conducting security testing with off-the-shelf security testing and risk assessment tools such as ISS, CyberCop, ESM, RiskWatch and Xacta or equivalent.

e. Desired Skills. Although it is not a specific qualification requirement for this position, the government prefers an individual with the following qualifications:

- Software development skills.
- Systems Integration experience.
- DHS environments experience.
- Certified Information Systems Security Professional (CISSP) or equivalent industry certification.
- Experience with NIACAP, DITSCAP, or NIST C&A.

f. Security Clearance Requirements

All applicants must be able to obtain a security clearance. This is a Critical-Sensitive position and requires a minimum Secret Security Clearance and completion of a favorable Single Scope Background Investigation (SSBI) or Background Investigation (BI) prior to appointment, unless a waiver is obtained.

The incumbent will be subject to a 5-year periodic re-investigation. The ISSO must also pass Drug and Alcohol Screening and be subject to random testing.

C-26 Telecommunications Specialist

a. Incumbent shall function as a Telecommunications Specialist in support of the operations, processes and/or requirements gathering for the Federal Protective Service (FPS) Department of Homeland Security (DHS), communications technology infrastructure. The incumbent will coordinate, install and support communications equipment for moderately large and complex MegaCenter facilities at both hands on and project management levels. The incumbent will evaluate MegaCenter and facility telecommunication needs, gathering data, soliciting support, training team members and planning for service needs. The incumbent will coordinate, install and reconfigure telecommunications equipment and servers and will troubleshoot and facilitate problem resolution.

b. Duties:

1. The incumbent will possess a good mix of Telecom and PC knowledge to perform large and complex voice/data telecommunications projects. The incumbent will be responsible for monitoring and evaluating PBX operation through the eventual long-term goal of converting fully to VoIP technology. It will be necessary to be proactive responding to errors and issues within the Federal Protective Service, Department of Homeland Security.
2. Research, redesigns, analyzes, install, modify, maintain, troubleshoot and repair complex electronic systems and subsystems for telecommunications, electronic instrumentation systems, and equipment.
3. Reviews and analyzes technical documentation to ensure adequate telecommunications support equipment has been identified in support of new equipment installations. Recognize and identify potential areas where existing policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Prepare documentation for processes and procedures for accomplishing functional responsibilities.
4. Monitor voice communication equipment performance, maintain an inventory and report activity levels on voice communication systems. Perform analysis of system-generated statistics and make recommendations for hardware/software/traffic configurations and resource allocation.
5. Coordinate changes in voice communication requirements caused by changes in the business needs of the Federal Protective Service. Coordinate installation and maintenance activities with Headquarters (HQ) counterparts.

Implement and manage call accounting and telecommunications management systems. Review contractor plans and performance to ensure that are in conformance with organizational guidelines, procedures, and requirements.

6. Maintain an active inventory of all devices, services, personnel and warranties.

7. Manage telecommunications systems that include (Nortel Norstar Integrated Communication System) multiple configurations of stations and trunks including analog loop, T1, BRI, PRI, analog DID, and analog E&M, which also supports advanced applications, such as voice messaging, unified messaging, digital networking, and basic and enhanced call centers. Manage, troubleshoot and resolve issues with all D-mark blocks and junctions within the Nortel system.

8. Maintain, monitor, and analyze dial tone circuits. Serve as main contact for user inquiries regarding voice communications equipment use, capabilities and on-site troubleshooting. Provide user support and guidance for telecom related issues.

9. Administer digital & analog circuits (T1 circuits). Possess familiarity with design topologies and hardware requirements for T1 circuits. Monitor and troubleshoot Vanguard 6400 Series multi-service access routers.

10. Assist the call center managers and end users with solutions to technical problems and implementations of telecommunications hardware, software, operating systems, utilities, networks, and data communications specific to Call Center ACD and IVR.

11. Build, test, install and troubleshoot network cabling, terminate T1 lines to network devices and draft respective wiring diagrams.

12. Developing plans and policies for systems improvement, conducting post-implementation evaluation and make recommendations. Reviewing technical specifications and evaluating proposed equipment configurations for suitability of use and interoperability with existing system and network architectures.

13. Alarm Receiver equipment: Programming; Maintenance; Repair; Ensure proper data storage; Maintain inventory.

14. Radio: Update alias database information; Maintain console configurations; Coordinate updates for the console system; Program radio equipment for Client Regions; Coordinate repair of portables and mobiles; Coordinate the repair and maintenance of the radio systems in client regions; Ensure radio system contract is followed with accordance to the Government

Scope Of Work (SOW); Conduct initial testing of Radio Console system; and Maintain inventory.

15. Phone System: Coordinate with GSA Password resets; Install and move phone extensions as requested; Maintain an accurate inventory of all phone lines in the MegaCenter; Conduct initial testing and repair of all phones in the MegaCenter; Conduct initial testing and repair of audio recording system for radio dispatch and emergency phone calls; Ensure all channels are labeled and recording correctly in the recording system; Connect new recording channels as needed; and Assist in coordination and repair of recording equipment.

15. UPS System: Ensure UPS system is maintained with accordance to contract specifications; Check Batteries on a regular basis; and Verify that all equipment maintained UL Compliant.

16. Assist in repair and maintenance of any electronic system.

17. Responsible for assisting in Budgeting and evaluating new technology.

18. Assists government personnel in creating, evaluating and recommendations for Scope Of Work documentation, Acquisition Plans, Maintenance contracts, Sole Source justifications, and preparing procurements.

19. Coordinate and assist government personnel in small purchases and researching vendors.

20. Performs other duties as assigned by the contract Project Manager.

c. Minimum Qualifications.

1. The Incumbent will possess professional knowledge of standardized telecommunications equipment, services, and process or established variations used to review existing contractual relationships for equipment and services, network requirements, compatibility with established long distance commercial telephone systems, protocol requirements and on-line security protection.

2. The Incumbent will possess detailed knowledge of commonly applied telecommunications principles, concepts, and methodologies in performing independent work involving specified segments of large projects.

3. The incumbent will possess technical knowledge and expertise in supporting Nortel Norstar Integrated Communication Systems with multiple configurations of stations and trunks.

4. The incumbent will possess technical knowledge and expertise in supporting Vanguard 6400 Series multi-service access routers with integrated Ethernet interface and five modular slots for voice and data applications.

5. The Incumbent should have strong decision making skills, ability to apply technical and domain learning to assignments; adaptability, tenacity to stay with issues until resolved; positively collaborates with team members, is proactive and manages work, time and resources effectively. Candidates must have a high quality orientation and attention to detail and set high work standards for themselves.

C-27 Transcriptionist (Dictaphone Transport)

Provides data entry services for all applications in the MegaCenter.

a. Duties

1. WebRMS – (Web Report Management System)

- Provide assistance in entering WebRMS incident reports.
- Provide assistance to dispatchers in WebRMS usage.
- Resolve discrepancies between the AUTOCAD (Computer Aided Dispatch) System and WebRMS Reporting System involving Case Control Numbers.
- Run reports as required.
- Resolve any error associated with the system

2. Dictaphone Transcriber System

- Enter transcribed 3155-report information from the Dictaphone System into the WebRMS.
- Resolve errors.
- Communicate with DHS Officers and Management in resolving incident reporting matters.
- Maintain statistical data and provide to Management.
- Provide assistance and training to DHS Officers on its usage.
- Run reports as required.
- Resolve any error associated with the system.

3. Computer Aided Dispatch

- Update Computer Aided Dispatch personnel information, including call signs.
- Update Computer Aided Dispatch incidents/Case Control Numbers.

- Run reports as required.
- Resolve any error associated with the system.

4. Additional Duties:

Provides dispatch support in emergency/catastrophic situations. Work closely with the Lead Information Technology Specialist and/or Data Analysts on status and problematic issues and when necessary, report to Management. Assist in resolving inconsistent data. Log all updates and provide status reports to Management on these updates. Provide recommendations to FPS management on operational procedures.

b. Minimum Qualifications

Must be proficient in using computers and computer applications such as Excel, Word, Access and PowerPoint. Must be detail-oriented. Must possess the ability to extract specific data elements for entry into the various support systems and validate data. Ability to extract data for various reports. Must have strong communication skills.

C-28 Remote Alarm Programmers

Provides onsite (MegaCenter) alarm panel programming and diagnostics. Ensures all alarm panels are communicating with the MegaCenter receiver(s) using the correct reporting format. Provides a consistency in the programming parameters throughout the regions inventory. Overlooks submitted documentation for accuracy and complete panel information as to expedite the online time.

a. Duties:

- Responsible for ensuring the Programming MAR Document is up to date.
- Ensures the installing contractor is in receipt of all required documentation. (MAR)
- Co-ordinates with the Agency/Contractor for date and time of download and testing.
- Verifies all zones are active and reporting properly through a complete walk test.
- Reports any deficiencies found to the installer/agency for guidance or procedures.



- Responsible for ensuring the new alarm system is in the enabled mode for monitoring.
- Initiates action on requests from agencies for normal user additions and deletions.
- Periodically dials into panels for line testing.
- Supports the Alarm Technicians by troubleshooting and reading alarm panel information via the event log as to eliminate unnecessary service calls.
- Helps and supports the data entry personnel on updates and changes to panel information.
- Maintains the alarm receivers and printers.
- Ensures the dispatch staff is aware of any changes that may affect the normal operations of the SIS software.
- Implements new updates to alarm panels, receivers, and software as needed.
- Assist the MegaCenter Manager in items that may need immediate attention.

#### C-29 Plans and Reports

The government shall review all Plans, Reports or other deliverables to assure compliance with prescribed standards and general industry norms for such work. Only the Contracting Officer or Contracting Officer's Technical Representative have the authority to inspect and accept or reject deliverables.

##### C-29.1 Quality Control Plan

a. The contractor shall provide ongoing supervision, inspection and monitoring of all contract work performed, to ensure compliance with the contract requirements. The results of all contractor inspection and monitoring shall be documented. The contractor shall follow through to assure that all contractor performance defects, errors and/or omissions are corrected promptly. Adequate and consistent quality control by the Contractor is an essential component of successful performance.

b. The Contractor shall develop and adhere to a Quality Control Program, which shall be submitted to the Contracting Officer's Technical Representative for

approval within 30 calendar days of the date of award. The Contractor's Quality Control Program shall include, but not be limited to, the following areas:

1. Identify by name and title, the individual(s) who shall be performing the Quality Control Monitoring.

2. A description of the type, level, and frequency of inspections that will be performed by the Contractor's Quality Control Monitor(s) - (not routine inspections performed by Supervisors as part of their normal supervisory duties).

3. Quality Control Inspection Check Lists used to conduct inspections that include, as a minimum, checks of: equipment, appearance of personnel and/or compliance with sign in/out procedures; knowledge of and adherence to SOP requirements; knowledge of and adherence to equipment operating procedures, etc.; and available to respond to complaints received by government customers by reviewing voice logs, interviewing operators, researching database entries and providing detailed responses and recommendations for corrective measures within 24 hours of the notice of a complaint.

4. A description of the Contractor's employee reward/incentive program and the Contractor's discipline procedures, used when either superior or deficient performance is noted by the Contractor's Quality Control Monitors or by the Government. Offerors are reminded that incentive programs are not billable to the government as a separate charge and therefore should be accounted for in the overhead pool.

5. Describe how you will maintain the required staffing levels for Operators and Supervisors. In addition, address how you will satisfy the need for replacement and reserve staff, (e.g. use to replace supervisory and non-supervisory/operator personnel who are on scheduled or non-scheduled breaks, including sick leave, vacation, training, and similar situations). The Plan shall include two or more specific real-time methods of notification that the contractor will use for each reserve person, to expeditiously summon that specific (named) reserve. The Plan shall provide a real-world telephone, radio, pager, messenger, etc. notification plan and contact list.

c. Quality Control Inspection Reports shall be prepared and remain on file at the MegaCenter in sequence by inspection date for all inspections made during the entire term of the contract. The Contractor shall make those reports available to the Contracting Officer or COTR upon request. The Contracting Officer or COTR may also request a copy of each inspection report to be forwarded at the time it is prepared or on a weekly/monthly/quarterly basis. The Contractor shall brief the COTR of any serious problems or deficiencies noted during an

inspection and shall inform the COTR of all actions taken or planned to resolve the problem.

d. Inspections shall be conducted by the Contractor in accordance with the Quality Control Plan and as frequently as necessary to ensure effective performance. While the Contractor may perform more inspections than are stipulated in the Quality Control Plan, in no event shall the Contractor perform fewer inspections than required by the plan.

e. If the Contractor's performance indicates that additional quality control measures must be taken to ensure satisfactory performance of required services, the Contracting Officer and COTR will meet with the Contractor to discuss the Contractor's performance, Quality Control Plan, and any other areas of concern. In cases where performance is not acceptable, the Contracting Officer may request that the Contractor take additional steps to improve both the overall performance on the contract and adherence to their Quality Control Plan, at no additional cost to the Government. The Government will not pay for services that are not acceptable.

f. Failure by the Contractor to adhere to their stated Quality Control Plan's schedules, methods, forms, etc., may result in deductions to the invoice, and other contractual actions up to and including termination for cause.

#### C-29.2 Management Plan

a. The contractor shall develop, establish, maintain, review and update as necessary a practical and realistic ("real world") business management plan for ensuring that the requirements of the contract are provided as specified. This management plan shall include details about the contractor's management of:

1. Logistical, financial and administrative support (including training);
2. Operational (operator and supervisor) labor and services;
3. A quality control system that includes annual corporate staff conducting Corporate Walk Down meeting in the center (the Corporate Walk Down will be coordinated with the COTR but not by Project Manager) to insure the quality control system is in place and working, document the findings, submit all findings to the COTR along with proof regarding the function of the quality control system, and document follow-on actions with time lines to insure the plan corrects all findings the need follow attention; and
4. Subcontractors and potential subcontractors.

b. A copy of the Plan shall be provided to the COTR for approval within 30 calendar days from the date of award and whenever it is revised.

c. The contractor's management plan shall clearly identify through the use of written narrative and (optionally) one or more charts or tables how the contractor plans to obtain and manage contractor resources in such a way as to comply with

and perform all of the requirements of the contract. This plan need not be lengthy, however, it shall include sufficient detail for the Government to determine the contractor's management capability, contract employee recruitment plans, and training plans, and approach to providing timely and prompt performance of all contract requirements.

d. Should the contractor fail to meet one or more contract requirements, or anticipate failing to meet one or more contract requirements, the contractor shall immediately notify the Contracting Officer (CO) or the Contracting Officer's Technical Representative of problems encountered and the steps and measures taken and planned by the contractor to resolve those problems. The contractor's management plan shall then be updated accordingly.

### C-29.3 AutoCAD Design Reports

The Project Manager shall deliver the following two reports on a monthly basis to summarize the previous month's design and AutoCAD activities.

a. Design Report. The Report shall include a list of all:

- All new systems design or installation locations with full address;
- Building number assigned;
- Client agencies contact person who shall review design;
- Federal Protective Service contact person who shall review design;
- Account number;
- Telephone numbers of all contact persons including agency contact person, Federal Protective Service Contract person, and alarm contractor(s) who perform installation, programming, design, checkout, or services on installation;
- Date and time duration of calls;
- All results of calls;
- Date and time of receipt and submittals of all design work including initial receipt, returns for review, receipt of reviewed documents, final acceptance of review, date and time of design completion; and date and time of cost estimate.

b. AutoCAD Report. The Report shall include a list of:

- All new systems installation locations with full address;
- All Building numbers assigned;
- Client agencies contact person who shall review design;
- Federal Protective Service contact person who shall review design;
- All Account numbers;
- Telephone numbers of all contact persons including agency contact person, Federal Protective Service Contract person, and alarm

contractor(s) who perform installation, programming, design, checkout, or services on installation;

- Date and time duration of all calls;
- All results of calls;
- Date and time of receipt and submittals of all AUTOCAD design work including initial receipt, returns for review, receipt of reviewed documents, final acceptance of review, date and time of design completion; and date and time of cost estimate.

c. Schedule and Delivery Instructions.

Provide one electronic and one hard copy of the monthly reports on all design and AUTOCAD work for the previous month by 5:00 PM, the fifth federal workday of the month following the performance month. The Contracting Officer or COTR shall determine when a project is complete and shall be removed from the project report.

C-29.4 Service History Report & Monthly Progress Report

a. The contractor shall provide a monthly progress report that summarizes the previous month's service activities. Additionally, a Service History Report shall be generated for every service request and a copy of the each report shall be provided to the COTR at the end of each month. Service Report shall include a list of:

- Date and time service request was received;
- Name of person who received the service request;
- Hours of business at the service location;
- Building number of the service location;
- Control manufacturer and model;
- Full address of service location;
- Client agencies contact person who service was discussed;
- Account number(s) our account and service contractors account number for the same location;
- Telephone numbers of all contact persons including agency contact Person and alarm contractor who performed services;
- Date and time duration of calls;
- Complete description of the problem(s) the system(s) are experiencing;
- Complete description of all work done to resolve the problems;
- All equipment installed with manufacturer and model information; and
- Date(s) and time(s) of all arrivals and departures of service contractor from service location;
- All costs related to service and source(s) of funding;
- All results of all telephone or service calls; and

- Signature of person closing service call with statement that all information provided is true.

b. Schedule and Delivery Instructions

Provide one electronic and one hard copy of the monthly reports on all service work for the previous month by 5:00 PM, the second federal workday of the month following the performance month.

C-29.5 Project Management Report

a. The contractor shall deliver a monthly progress report that summarizes the month's project management support activities. The Project Management Report shall include a list of all:

- All project management projects including installation locations with full address;
- Building number assigned;
- Client agencies contact person who shall review design;
- Federal Protective Service contact person;
- Account number;
- Telephone numbers of all contact persons including agency contact person, Federal Protective Service Contract person and alarm Contractor(s) who perform any installation, programming, design, checkout, or services;
- Date and time duration of calls;
- All results of actions taken to manage projects including all telephone calls;
- Date and time of receipt and submittals of all design work including initial receipt, extensions of project time, returns for review, receipt of reviewed documents, final acceptance of review, date and time of design completion; and date and time of cost estimate.

b. Schedule and Delivery Instructions

Provide one electronic and one hard copy of the monthly reports on all service work for the previous month by 5:00 PM, the second federal workday of the month following the performance month. Contracting Officer or COTR shall determine when a project is complete and shall be removed from the project report.

## **SECTION D – PACKAGING AND MARKING**

### **D-01 Payment of Postage and Fees**

All postage and fees related to submitting information, including forms, reports, etc., to the Contracting Officer or the COTR shall be paid by the Contractor.

### **D-02 Marking**

All information submitted to the Contracting Officer or the COTR shall clearly indicate the contract number of the contract for which the information is being submitted.

## SECTION E INSPECTION AND ACCEPTANCE

### E-01 FAR 52.246-4 Inspection of Services – Fixed-Price. (AUG 1996)

- (a) *Definition:* Services, as used in this clause, includes services performed, workmanship, and material furnished or utilized in the performance of services.
- (b) The Contractor shall provide and maintain an inspection system acceptable to the Government covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the Government during contract performance and for as long afterwards as the contract requires.
- (c) The Government has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The Government shall perform inspections and tests in a manner that will not unduly delay the work.
- (d) If the Government performs inspections or tests on the premises of the Contractor or a subcontractor, the Contractor shall furnish, and shall require subcontractors to furnish, at no increase in contract price, all reasonable facilities and assistance for the safe and convenient performance of these duties.
- (e) If any of the services do not conform to contract requirements, the Government may require the Contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by reperformance, the Government may –
- (1) Require the Contractor to take necessary action to ensure that future performance conforms to contract requirements; and
  - (2) Reduce the contract price to reflect the reduced value of the services performed.
- (f) If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the Government may –
- (1) By contract or otherwise, perform the services and charge to the Contractor any cost incurred by the Government that is directly related to the performance of such service; or
  - (2) Terminate the contract for default.



The Role of Government Personnel and Responsibility for Contract Administration

(a) Contracting Officer (CO)

1. The Contracting Officer for the contract is: Cynthia Palmer, Federal Protective Service, 200 Chestnut Street, Suite 1302, Philadelphia, PA 19106, [cynthia.d.palmer@dhs.gov](mailto:cynthia.d.palmer@dhs.gov), (215) 521-2160 and the fax number (215) 717-8080.

2. The Contracting Officer has the overall responsibility for the administration of the contract. He alone is authorized to take action on behalf of the Government to amend, modify or deviate from the contract terms and conditions; make final decisions on unsatisfactory performance; terminate the contract for convenience or default; and issue final decisions regarding questions or matters under dispute. He may delegate certain other responsibilities to her authorized representatives.

3. Additional Contracting Officers may be assigned, as needed, after award of the contract.

(b) Contracting Officer's Technical Representative (COTR)

1. The COTR for the contracts shall be assigned after award.

2. The COTR is designated to assist the Contracting Officer in the discharge of their responsibilities when they are unable to be directly in touch with the contract work. In the event that the COTR is absent or unavailable, a Alternate COTR will be designated. The responsibilities of the COTR and his/her alternate include, but are not limited to, determining the adequacy of performance by the Contractor in accordance with the terms and conditions of the contract; acting as the Government's representative in charge of work at the site(s); ensuring compliance with the contract requirements insofar as the actual performance is concerned; advising the Contractor of proposed deductions for non-performance or unsatisfactory performance; and advising the Contracting Officer of any factors which may cause delay in the performance of work.

3. After award of the contract, the Contracting Officer will issue a written Delegation of Authority memorandum to the COTR that details the scope of duties the COTR is authorized to perform and monitor. The COTR cannot make any decisions regarding the performance of the contract except as outlined in the memorandum. A copy of the memorandum shall be sent to the Contractor.

4. Contract Inspectors (CIs) are subordinates of the COTR and are responsible for the day-to-day inspection and monitoring of the contractor's work. The responsibilities of the CI includes, but are NOT limited to: actively inspecting the contractor's work to ensure compliance with contract requirements; documenting through written inspection reports the results of all inspections conducted; following through after discovery to ensure that all defects or omissions are corrected; recommending follow-up actions, such as deductions from contract payment for nonperformance or unsatisfactory performance; conferring with representatives of the contractor regarding any problems encountered in the performance of the work and generally assisting the COTR in carrying out COTR responsibilities. CI's, however are NOT authorized to take action on behalf of the Government to amend, modify, or deviate from the contract terms, conditions, requirements, details and/or delivery schedules; this authority is reserved for the Contracting Officer.

5. The Contractor shall immediately notify the Contracting Officer in the event the COTR directs the Contractor to perform work that the Contractor believes is not part of the contract or part of the COTR's designated duties as outlined in the memorandum. The Contracting Officer will then make a determination as to the issue and respond to all affected parties in the most appropriate manner deemed necessary.

### **E-03 Contractor Inspector Inspection and Monitoring**

Services under this contract are time-sensitive; they are very rarely, if ever, subject to re-performance. For that reason, efficient contractor quality control, inspection and monitoring are imperative.

a. The Contractor shall provide day-to-day inspection and monitoring of all contract work performed, to ensure compliance with contract requirements. This inspection and monitoring shall be in accordance with the contractor's approved Quality Control Plan, which shall include regular announced and unannounced inspections and monitoring. The contractor's supervisory and managerial staff shall accomplish contractor inspection and monitoring; however, non-supervisory staff may participate, too.

b. The results of contract work inspections and quality control inspections conducted by the contractor shall be documented in a written inspection report and provided to the Contracting Officer's Representative. The contractor shall follow through to assure that all identified defects and/or omissions are corrected as soon as reasonably possible, at no additional cost to the Government. Those items that cannot be corrected immediately shall be reported that same day to the COTR providing the reason why immediate correction is NOT/was NOT possible along with a schedule for completion.

**E-04      Government Inspection and Monitoring**

Inspection and monitoring are the Government's primary means of ensuring that it receives the contracted items and services. For that reason, the Government will use multiple means of inspection and monitoring as follows:

- a. Federal Protective Service works in partnership with client federal agencies that reimburse FPS monitoring services. The staff and management of client federal agencies will be supplementing the Federal Protective Service with their own inspection and monitoring program with provision of formal and informal observations and reports.
- b. The Federal Protective Service will use its own announced and unannounced inspection and monitoring procedures in support of this contract. Such procedures may occur 24-hours per day, 365 days per year, and may be supplemented by customer/client surveys and other agency reviews of the contractor's performance.
- c. The Government will inspect and monitor contractor-provided services at any time. Government inspection and monitoring will not unduly delay any other contractor work being performed nor will it create defects, deficiencies, omissions or failures in contractor-provided services. The services provided by the contractor may be inspected and monitored by the Government in any manner necessary to ensure such services have been provided as required by the contract and as ordered by the Government.

## **SECTION F – DELIVERIES OR PERFORMANCE**

### **F-01 Clauses Incorporated by Reference**

- 52.242-15 Stop-Work Order. (AUG 1989)
- 52.242-17 Government Delay of Work. (APR 1984)

### **F-02 Place of Performance**

All services provided under this contract shall be performed in federally owned and/or leased facilities. The Federal Protective Service MegaCenter covered under this solicitation is located in Battlecreek, Michigan.

### **F-03 Government Required Travel.**

- a. Various positions under this contract may require travel for a variety of reasons including, but not limited to: to attend training, deployment to special details such as major sporting events, national conventions, national disasters, to conduct periodic security inspections; test systems installation; attend meetings; and other functions for certifications. Such travel shall be conducted under government direction.
- b. Reimbursement for travel expenses shall be made for government required and approved travel made outside of a fifty-mile (50) radius from the traveler's permanent work location. Reimbursement for all travel expenses shall be made in accordance with existing government travel regulations.
- c. Travel expenses shall be submitted on a monthly basis and contain documentation as required by government travel regulations and/or as directed by the COTR. The government shall not accept or pay invoices for Meal, Incidentals & Expenses (MI&E) that exceed established MI&E rates. Travel costs exceeding those authorized by government travel regulations shall be the sole responsibility of the traveler.
- d. The Contracting Officer and/or COTR may verbally waive the 12-hour per day work limitation (see C-08.6.c) in disaster or emergency situations beyond the control of the government or the Contractor. In such situations, the Contracting Officer and/or COTR may also specify that a limited amount of daily contract employee travel time to/from specific disaster-related worksites may be submitted to the government for reimbursement.

**F-04 Term of Contract**

After award, the Contractor shall be given notice to proceed and shall provide all contractual services for a (12) month period, subject to the availability of appropriations, (see the FAR Clause 52.232-19, Availability of Funds for the Next Fiscal Year (APR 1984), incorporated by reference in Section I), commencing on the date specified in the notice to proceed. Work under this contract is expected to commence on or about 01 December 2007 as follows:

Base Year: (12 Months)	12/01/2007 – 12/31/2008
Option 1 Ordering Period: (6 months)	01/1/2008 - 07/01/2008
Option 2 Ordering Period: (6 months)	07/02/2008 - 01/2/2009
Option 3 Ordering Period: (6 months)	01/03/2009 - 07/03/2009
Option 4 Ordering Period: (6 months)	07/04/2009 - 01/04/2010
Option 5 Ordering Period: (6 months)	01/05/2010 – 07/05/2010
Option 6 Ordering Period: (6 months)	07/06/2010 – 01/06/2011
Option 7 Ordering Period: (6 months)	01/07/2011 – 07/07/2011
Option 8 Ordering Period: (6 months)	07/08/2011 – 01/08/2012

**F-05 Ordering Services**

a. Basic Services – This solicitation will result in the award an Indefinite Delivery/Indefinite Quantity (IDIQ) contract with fixed labor hourly rates. The definite quantity work shall be issued on a lump sum fixed price basis and fulfill the minimum requirements of the contract. Additional/emergency services shall be ordered through the issuance of Task Orders on a fixed price basis. The contract may be modified by the Contracting Officer as requirements change.

b. Emergency Services

1. During the term of the contract, the Government may have requirements for services beyond the basic requirements. Due to the nature of emergency services, the Contractor may be required to provide them with little, or no, advance notice. All emergency services, shall be compensated using the hourly Emergency Services Rates.

2. The COTR shall approve all emergency and overtime services prior to the services being provided. **The contractor shall not be reimbursed for any unauthorized emergency or overtime services.** Emergency/overtime services shall be requested and approved using the *Overtime Request and Authorization Form*, Exhibit J-6.

**F-06 Summary of Deliverables**

The following Table summarizes the major deliverable requirements:

Reference	Description	Frequency
C-04.1.b	Updated Transition Start-Up Plan	Within 10 days of Award and as Revised
C-04.1.c	Quality Control Plan	Within 10 days of Award and as Revised
C-06.3	Background Investigation Documents	30 days before starting employment, and as required.
C-06.6	Appoint Corporate Security Officer	Within 10 days of Award and as Revised
C-07.5.b	List of Reserve Personnel	Monthly
C-08.6.a	GSA Form 1874, <i>Hours of Duty Schedule</i>	Five (5) week intervals
C-08.6.e	GSA Form 139, <i>Record of Time of Arrival/Departure</i>	Upon Request
C-08.6.e	Excel Spreadsheet of Actual Hours Worked	5 <sup>th</sup> Working Day of each Month.
C-09	Contact List for Project Manager. Alternate Project Manager and Supervisors	Within 10 days of Award and whenever revised.
C-10.3	Completed Standard Form 78, <i>Certificate of Medical Examination</i>	Prior to employee assignment to duty.
C-11.3.d	<i>Report of Training Completion</i>	Monthly and prior to assignment of new employees to duty.
C-20.3	Design Submission	Within three work days (3) of receiving assignment.
C-21.b.2	Project Control Register	1 <sup>st</sup> business day of each month
C-29.1.b	Quality Control Plan	Within 30 days of Award and whenever revised.
C-29.2	Management Plan	Within 30 days of Award and whenever revised.
C-29.3.a	AutoCAD Design Report	5 <sup>th</sup> workday of each month
C-29.3.b	AutoCAD Report	5 <sup>th</sup> workday of each month
C-29.4	Service History Report & Monthly Progress Report	2 <sup>nd</sup> workday of each month
C29.5	Project Management Report	2 <sup>nd</sup> workday of each month
Section I	IT Security Plan (See Clause 3052.204-70)	Within 30 calendar days after award.

## SECTION G CONTRACT ADMINISTRATION DATA

### G-01 Payments

- a. Payment will be made on a calendar month basis in arrears upon submission of an invoice. Payment will be due on the 30<sup>th</sup> calendar day . In the event the contract begins or ends during the month, payments will be prorated based on the number of calendar days in the respective month.
- b. It is the objective of the Government to obtain complete and satisfactory performance in accordance with the terms of specifications and requirements of this contract. The criteria for deductions and adjustments below will be used by the Government in determining monetary deductions for nonperformance of work under this contract and for adjustments for deficiencies in the performance of work.
- c. The Contractor is responsible for submitting accurate invoices that reflect the actual services provided each month. Where there are variances between the requirements cited in the contract(s) and the work actually performed (e.g., unmanned posts), the Contractor shall attach a separate sheet to the invoice detailing each instance of a variance. The Contractor shall compute the invoice price to reflect the actual amount owed. Submission of false invoices shall be subject to contractual and legal actions.
- d. To verify the monthly payment for productive man-hours, the Contracting Officer's Technical Representative may compare the man-hours required in the contract with the GSA Form 139, Record of Time of Arrival and Departure from Buildings, or other approved sign-in/sign-out form. The Government may perform a 100% comparison or sampled comparison to verify the accuracy of the Contractor's invoice. The Government will only pay for services actually rendered by the Contractor. For example, if the contract required that a post be manned for 8 hours, and the Contractor billed for 8 hours, but the GSA Form 6139 shows that post was manned for 6 hours, the 6 hours will prevail and the Government will deduct the difference.
- e. Any inquiries regarding payment shall be directed to the Contracting Officer.

### G-02 Submission of Invoices

- (a) The contractor shall submit an invoice for all services performed in the Philadelphia MegaCenter under contract. Each Task Order issued under the Indefinite Quantity portion of the contract shall be considered a separate contractual action for invoicing purposes. Separate invoices shall be submitted for each Task Order issued under the contract.

1. In accordance with Section G, Contract Administration Data, invoices shall now be submitted via one of the following three methods:

a. **By mail:**

DHS, ICE  
Burlington Finance Center  
P.O. Box 1279  
Williston, VT 05495-1279  
Attn: FPS Mega Center Region Invoice

b. **By facsimile (fax): (include a cover sheet with point of contact & # of pages)**

802-288-7658

c. **By e-mail:**

[Invoice.Consolidation@dhs.gov](mailto:Invoice.Consolidation@dhs.gov)

Invoices submitted by other than these three methods will be returned. The contractor's Taxpayer Identification Number (TIN) must be registered in the Central Contractor Registration (<http://www.ccr.gov>) prior to award and **shall** be notated on every invoice submitted to FPS to ensure prompt payment provisions are met. The FPS Region number shall also be notated on every invoice. To assist in timely payment, it is also recommended that the contractor provide the Accounting Transaction Number (also known as the "PJ" number) on the submitted invoice.

2. In accordance with Section I, Contract Clauses, FAR 52.212-4 (g)(1), Contract Terms and Conditions – Commercial Items, or FAR 52.232-25 (a)(3), Prompt Payment, as applicable, the information required with each invoice submission is as follows:

"...An invoice must include—

- (i) Name and address of the Contractor;
- (ii) Invoice date and number;
- (iii) Contract number, contract line item number and, if applicable, the order number;
- (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;
- (vi) Terms of any discount for prompt payment offered;
- (vii) Name and address of official to whom payment is to be sent;
- (viii) Name, title, and phone number of person to notify in event of defective invoice; and
- (ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract. (See paragraph 1 above.)
- (x) Electronic funds transfer (EFT) banking information.



(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

**Invoices without the above information may be returned for resubmission.**

3. All other terms and conditions remain the same.

(b) Contractor Use of GSA Form 139, or Approved Alternate. The Contractor shall maintain, on a daily basis, all applicable GSA Form 139's to document personnel attendance. The original copy must be maintained at a location accessible to the COTR or designee. The Contractor shall incorporate and certify that the data contained on the approved sign-in form is accurate, complete and in agreement with the hours presented on their invoice. (Facsimile copies of completed GSA Form 139's may not be used for this purpose.)

(c) Use of Automated Time Clocks. The Contractor shall maintain, on a daily basis, all applicable automated time cards to document personnel attendance. The original copy must be maintained at a location accessible to the COTR or designee. The Contractor shall incorporate and certify that the data contained on the approved punch-in card is accurate, complete and in agreement with the hours presented on their invoice.

### **G-03 Adjusting Payments for Contractor Performance**

Services under this contract are time-sensitive; they are very rarely, if ever, subject to re-performance. For that reason, efficient contractor quality control, inspection and monitoring are imperative. The Government plans to exercise its right under FAR 52.246-4, Inspection of Services --Fixed-Price (Aug 1996) for adjusting payment to reduce the value of services received.

#### **G-03.1 Deductions for Failure to Provide Man-Hours**

a. To compute man-hour deductions, the COTR will compare the man-hours reported by the Contractor with the GSA Form 139, Record of Time of Arrival and Departure from Buildings, Automated Time Clock or other approved Sign-in/Sign-out forms. Deductions for the hours not provided shall be taken.

- b. In the event the Contractor reports more hours than are reflected on the GSA Form 139, Automated Time Clock or any other approved Sign-in/Sign-out form, the approved form shall prevail. For example: if the weekly report submitted by the Contractor indicates that an employee worked 8 hours and the sign-in/sign-out form shows that employee as having been in the building 5 hours, the 5 hours shall prevail and a deduction shall be taken for the 3 hours not furnished. In the event the Contractor, for any reason whatsoever, fails to provide the manpower deductions shall be made at the fully weighted hourly rate. Deductions shall be taken in quarter hour increments.
- b. In the event the Contractor, for any reason whatsoever, fails to provide the specified manpower and anyone other than contractor employees has to backfill and provides the service (e.g. Federal Protective Officers or other Federal Protective Service staff members) deductions, in quarter hour increments, will be taken at the current Federal Protective Service non-supervisory hourly rate. The current Federal Protective Service Craft Code Labor Rate will be used when determining deduction amounts. The Craft Code Labor Rate for FPOs currently ranges from \$22.00 to approximately \$50.00 per hour straight time, and from \$33.00 to approximately \$75.00 per hour for overtime. The Craft Code Labor Rate for FPS staff members currently ranges from \$26.00 to approximately \$54.00 per hour for straight time, and from \$39.00 to \$81.00 per hour for overtime. In the event the Craft Code Labor Rate changes during the life of this contract, the contract will be modified via a unilateral modification to set forth the revised rates.

#### G-03.2 Deductions for Exceeding 12-Hour On-Duty Limitation

The Government has the authority to assess deductions from contract payments for all hours where contractor employees exceed the 12-hour on-duty limitation. (See Section C-08.6.c, *Limitations on Man-hours to be Provided by Individual Employees*). For each hour or part thereof where a contractor employee works over 12 hours without prior approval by the Contracting Officer's Technical Representative, the Government will deduct the hourly price (or part thereof, if less than one hour is worked).

- G-03.3 The government will take hourly deductions for all hours provided by the Program Manager that were not physically provided within the Center unless prior approval is received from the Contracting Officer or his/her designated representative
- G-03.4 The government shall take hourly deductions for any Project Manager/Lead Alarm Programmer and/or Supervisory hours spent conducting Corporate Office support functions. See paragraph C-09.4.

#### G-03.5 Withholding Monies for Non-Submission of Work Schedules

If the contractor fails to submit a completed GSA Form 1874, Hours of Duty Schedule (and/or an equivalent Government-approved substitute) for non-supervisory and supervisory contract employees within the specified time period, all payments will be withheld until the completed work schedule is received and approved by the Government.

## **SECTION H - SPECIAL CONTRACT REQUIREMENTS**

### **H-01 Permits and Licenses**

It is the responsibility of the contractor to comply with all federal, state and local Government requirements for business licenses, permits, and taxes on or before the implementation (start-up) date of the contract. The implementation (start-up) date of the contract shall be within ten (10) business days of the contract award date unless notified in writing by the Contracting Officer.

The contractor's acquisition and retention of necessary business licenses and permits is an integral and routine part of conducting business with the Government. Contractor business licenses are NOT chargeable or billable to the Government. Upon Government request and at no cost to the government, the contractor shall provide to the Contracting Officer and/or the Contracting Officer's Technical Representative one legible photocopy of each requested contractor business license.

### **H-02 Security Clearances**

The Contractor shall ensure complete compliance with Section C-06, Security Requirements.

### **H-03 Contractor Checklist of Reporting Requirements for Security Services**

No less than 35 days before the starting date of the contract or 35 days prior to the expected entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor, submit the following forms to the Office of Professional Responsibility, Personnel Security Unit (OPR-PSU) through the Contracting Officers Technical Representative:

- Standard Form 86, "Questionnaire for National Security Positions"
- FD Form 258, "Fingerprint Card" (2 copies)
- Foreign National Relatives or Associates Statement
- DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer

Reports Pursuant to the Fair Credit Reporting Act”

- Drug Questionnaire
- Alcohol Questionnaire
- Financial Disclosure Report

**H-04 Identification/Building Passes**

a. Government-issued identification/building passes are the property of the Government. Prior to commencement of work under this contract, the contractor shall ensure that every Contract employee has a valid Government contractor identification and/or building pass (GSA Form 277, or similar), completed and issued before the employee initiates performance through this contract.

b. Upon contractor request, authorized Government personnel (as designated by the COTR) will furnish and fill out GSA Form 15, Night, Weekend, and Holiday Pass or similar approved facility access control/personnel identification badges. All such passes shall contain an expiration date. The contractor and the COTR shall sign each completed Government pass before it is issued. When a non-GSA controlled personnel identification system is used by a tenant federal agency at a site to which the contract employee is assigned for duty, the contractor shall promptly comply with that agency's procedures for pass application(s) and that agency will provide Government identification passes to the contractor.

c. The contractor shall ensure that all DHS & GSA-issued passes and identification cards are returned to the COTR as contractor employees are dismissed, transferred and/or terminated, and when the contract expires.

d. Government-issued identification/building passes that are lost or stolen shall be accounted for in writing by the contractor to the COTR, within 24 (twenty-four) hours of discovery of such loss. This contractor-written report shall clearly state the circumstances pertaining to the missing pass, including whether such missing items are believed to be lost or stolen. The Contractor shall be responsible for all costs related to the replacement of lost, stolen, or damaged access control/personnel identification badges.

## H-05 Medical and Physical Qualifications

### H-05.1 General

- a. The Contractor shall ensure all employees working under the Contract meet the medical requirements described in the following sections. The Government will not grant any waivers of the medical standards.
- b. The Contractor is also responsible for ensuring that all employees are able to perform the essential functions described below, with or without reasonable accommodation. If one of the Contractor's employees alleges that s/he has a disability and requires a reasonable accommodation to perform the essential functions of the job, it is the Contractor's sole responsibility to discuss reasonable accommodation with its employee and to decide what accommodation, if any, to provide at its own expense.
- c. The Contractor, not the Government, is responsible for complying with all provisions of the Americans with Disabilities Act of 1990 (Pub. L. 101-336) (ADA) and the Rehabilitation Act of 1973 (29 U.S.C. -2.2)

### H-05.2 Medical Standards

- a. The Contractor shall require all of its employees, who are prospective FPS contract employees, to undergo a pre-employment medical/physical examination. The Contractor shall ensure that all of its employees meet the medical standards set forth below. Examinations shall be administered by a licensed physician and documented on a Standard Form (SF) 78.
- b. The Contractor shall fully and accurately complete the SF 78 based on the medical standards and essential job functions set forth in the Contract. All employees (productive and supervisory) must meet the health certification requirements listed in the SF 78. (See Exhibit J-11 for blank form SF78.) The Contractor shall submit a completed SF 78 for each employee prior to any Contract employee being permitted to work under the Contract.
- c. If an employee of the Contractor claims that s/he has a disability that prevents him/her from meeting the medical standards or performing the essential job functions, it is the Contractor's responsibility to obtain medical verification of the disability and to provide reasonable accommodation, if necessary, at its own expense. The COTR will review all medical documentation to ensure that it is complete and in compliance with the Contract. No employee shall be permitted to work under the Contract until the certificate and medical documentation has been reviewed and approved for compliance with the Contract by the Contracting Officer's Technical Representative.

- d. All Contract employees must meet the following medical standards:
1. Vision: Applicant must have binocular vision and must not test less than 20/20 (Snellen). Corrected vision must not test less than 20/20 in one eye and 20/40 in the other eye. An applicant who has undergone a Radial Keratotomy or laser correction procedure to correct his or her vision to an acceptable level will be considered medically qualified for this position. Near vision, corrected or uncorrected, must be sufficient to read Jaeger Type 2 at 14 inches. Applicant must be able to distinguish basic peripheral vision and must not be colorblind.
  2. Hearing: Applicant must be able to hear the whispered voice at 15 feet with each ear. Using an audiometer for measurement, there should be no loss of 30 or more decibels in each ear at 500, 1000, and 2000 CPA levels.
  3. Speech: Individual must be able to speak clearly and distinctly. Any disease or condition that significantly interferes with the individual's ability to speak is a disqualifying factor.
  4. Psychiatric Disorders: Any disorder that affects the individual's judgment, cognitive function, or the safe and efficient performance of essential job functions, is a disqualifying factor;
  5. Medication: The individual's use of medications such as narcotics, sedative hypnotics, barbiturates, amphetamines, or any drug with the potential for addiction, that is taken for extended periods of time (e.g., beyond 10 days), or is prescribed for a persistent or recurring underlying condition, is a disqualifying factor;
  6. Organ transplantation and prosthetic devices: Any transplantation or prosthetic device that adversely affects the individual's ability to safely and efficiently perform essential job functions is a disqualifying factor;
  7. Work greater than 10-hour days and have the ability to work additional hours due to unexpected activity; and
  8. Work under occasional tension or pressure.

#### H-05.3 Initial and Recurring Screening for Illegal Drugs

- a. As part of the medical examination, all Contract employees must submit to an initial urine drug screening that tests for the following five (5) substances at the following cutoff levels (nanogram per milliliter, ng/m L):

<u>Substance</u>	<u>Cutoff Level (ng/mL)</u>
Marijuana metabolites	50
Cocaine metabolites	300
Opiate metabolites	2,000
Phencyclidine	25
Amphetamines	1,000

b. The Contractor will perform random drug screening of 5% of the employee force assigned to this contract over a 12- month period. Contract Security Employees must resubmit to a urine drug screening upon renewal of physical forms every three years.

c. Drug screening methodology shall conform to the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration's (SAMHSA) "Mandatory Guidelines for Federal Workplace Drug Testing Programs." These guidelines can be accessed via the Internet at: [www.health.org/GDLNS-94.htm](http://www.health.org/GDLNS-94.htm) or at: <http://wmcare.samhsa.gov>.<sup>1</sup> The Contractor is strongly urged to use one of the laboratories listed on SAMHSA's "Current List of Laboratories Which Meet Minimum Standards To Engage in Urine Drug Testing for Federal Agencies," which is accessible via the Internet at: [www.health.org/labs/index.htm](http://www.health.org/labs/index.htm) or at: <http://wmcare.samhsa.gov>. This list is updated on a monthly basis. If the Contractor chooses to use a laboratory not shown on SAMHSA's current list, the Contractor must verify whether the laboratory's methodology conforms to SAMHSA's guidelines prior to utilizing that laboratory to perform drug screenings.

d. Other drug testing methods (hair, sweat patch, etc.) are commercially available but are not acceptable for the purposes of this Contract, due to widely varying standards of testing and laboratory reliability results. However, if SAMHSA does issue guidelines on alternative drug screening methods, the Contract may be modified to permit the use of those methods.

e. The presence of a positive reading for *any* of the above substances over the designated cutoff level for that substance shall automatically disqualify an applicant from working under this or any other FPS security employee services contract. Since most drugs are metabolized within a short period of time (from several hours to several days), the Contractor *shall not* permit any applicant to take multiple tests in order to receive an acceptable reading.

f. The Contractor is responsible for all costs associated with obtaining the medical evaluation and drug screening for each Contract employee. All costs must be factored into the offering prices.

#### H-05.4 Government Requested Screening

a. The CO or COTR shall have the express right to request targeted urine drug screenings where there is a reasonable belief by the Government that the Contract employee(s) may be under the influence of or using illegal substances. Targeted screenings shall be conducted in a similar fashion to random screenings, with the exception that the CO or COTR will advise the Project Manager in writing that

<sup>1</sup> The cutoff level for Opiate metabolites listed in the internet-ready guidelines is 300; however, that number has been revised by SAMHSA and the new cutoff level is shown in paragraph (A) above.

s/he requests a drug screening of a specific employee. Once the written request is received, the Project Manager shall arrange for the test to be conducted as soon as possible, but not later than three working days. The Contractor shall pay the Contract employee the normal hourly rate/salary for all time associated with taking the screening. Each screening shall follow the guidelines described in paragraph(s) above.

b. Contract employees who undergo either random or targeted urine drug screenings may continue working under the Contract until the results have been provided to the Contractor. In the event that the results of any urine drug screening, whether random or targeted, are negative, the Government shall bear the expense of the screening. (NOTE: this does not apply to the pre-employment urine drug screening). The Contractor shall invoice the Government for the actual cost of the drug screening plus the hourly rate paid to the Contract employee(s) to take the test. In the event that the results are positive, the Contractor shall **immediately** remove the Contract employee(s) with a positive reading from the Contract and **immediately** inform the COTR and CO of the result and the employee's removal from the Contract. Additionally, the Contractor shall bear all the expenses relating to the test for the employee(s) with the positive reading.

c. Any Contract employee who undergoes either a random or targeted urine drug screening and tests positive for any of the substances shown above shall be permanently disqualified from working under this or any other FPS employee services contract. Since most drugs are metabolized within a short period, the affected Contract employee *shall not* be authorized to take additional tests to achieve an acceptable reading.

#### **H-06 Intoxicants, Drugs and Controlled Substances**

a. Contractor employees shall NOT possess, sell, consume, or be under the influence of intoxicants, drugs or controlled substances that produce similar effects. Except in an official capacity (controlling and forwarding evidence), the contractor's employees shall NOT possess dangerous drugs, narcotics, controlled substances, and/or marijuana either on or off duty.

b. Contract employees shall NOT consume alcoholic beverages within **8 (eight)** hours prior to entering on duty. Contract employees shall NOT consume alcoholic beverages during contract duty/work, nor shall contract employees consume alcoholic beverages during work relief breaks (personal hygiene breaks, meal breaks, etc.).

#### **H-07 Reporting Relief by an Intoxicated Person**

a. A contract employee who has reason to believe that the person reporting as relief is intoxicated, under the influence of intoxicating drugs, or shows evidence of impaired effectiveness from having used intoxicating items, shall decline to be relieved, and shall immediately notify their supervisor and the COTR.



b. If the COTR is unavailable, the contract employee making the report shall immediately notify his/her supervisor and the Federal Protective Service Control Center/MegaCenter, so they may promptly relay that report to the COTR.

c. Accepting relief by an individual known or reasonably suspected to be under the influence of alcohol and/or drugs shall require the contractor to suspend and/or remove both the relieving and the relieved contract employees from the contract. Suspended and/or removed employees shall be immediately replaced by other uniformed contract employees who are well qualified to perform contract-required duties.

#### **H-08 Limit on Use and Possession of Prescribed Narcotics**

a. Contract employees shall NOT perform labor services under this contract while using and/or possessing on their person physician-prescribed narcotics and/or physician-prescribed narcotic-like controlled substances. This restriction applies to narcotics and narcotic-like items lawfully prescribed by a licensed physician.

b. Contract employees shall promptly report their use and/or personal possession (carrying on their person) of physician-prescribed narcotics and/or physician-prescribed narcotic-like controlled substances to the Project Manager. The Project Manager shall ensure that such contract employees are NOT assigned to perform work under this contract, until the affected contract employees are no longer under the influence and no longer in personal possession of these physician-prescribed items.

c. Should there be a question as to whether a drug is a narcotic or narcotic-like controlled substance, the Physician's Desk Reference (PDR) and/or the issuing pharmacist/pharmacy may be consulted for their well-informed determination. The PDR is available for free use at most public libraries and is available on the Internet.

d. The Project Manager shall record, consolidate and promptly report to the Contracting Officer's Technical Representative in succinct writing the pertinent facts surrounding each and all contract employee use and/or personal possession of physician-prescribed narcotic and narcotic-like drugs.

#### **H-09 Limit on Use of Non-Narcotic Prescription Drugs**

a. The use of non-narcotic prescription drugs by an employee assigned to providing labor services through this contract shall be promptly reported by that employee to the Project Manager. The Project Manager shall record, consolidate and succinctly report all such occurrences to the Contracting Officer's Technical Representative. The contract employee's failure to so report such usage will require the contractor to suspend and/or remove that employee from the contract. The Project Manager shall be responsible for the determination of the fitness of contract employees using non-narcotic prescription drugs to perform contract-required labor/services at Government facilities. The contractor shall immediately provide an equally qualified contract employee to work at each post vacated by an employee using prescription drugs, in the event the affected

contract employee is NOT capable of promptly performing all contract-required duties.

b. The Government recognizes that many non-narcotic prescription drugs may be safely used by an employee without risk to the contractor, the Government or the contract employee taking those drugs as prescribed, however, it is also recognized that it is in the contractor's, the Government's and contract employee's own best interests to ensure that real and potential side-effects do NOT compromise the ability of the contract employee to promptly perform all duties that are required by this contract.

#### **H-10. Removals from Contract Duty & Disciplinary Actions**

a. The Government may ask the contractor to immediately remove any contract employee(s) from contract worksite, should it be determined by the Government that that contract employee(s) has been disqualified from qualifying for such duties for suitability and/or security reasons. Removal from duty may also be requested for those contract employees who are found to be unfit for performing assigned duties during their tour(s) of duty. The contractor must immediately comply with these Government requests and immediately provide well-qualified replacement personnel.

b. Disciplinary actions resulting from contract employee nonperformance or malperformance must be handled by the contractor as required by the contract.

c. The COTR will make all non-disputed determinations regarding the removal of any contract employee(s) from worksite(s). In the event of a dispute, the Contracting Officer will make the final determination. Specific reasons for removal of employees will be provided to the contractor in writing. For clarification, a determination of "unfit for duty" may be made from, but NOT be limited to, incidents involving the most immediately identifiable types of misconduct or delinquency as set forth below:

1. Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 CFR 101-20.3.
2. Neglect of duty.
3. Sleeping while on duty.
4. Unreasonable delays or failure to carry out assigned tasks.
5. Conducting personal affairs during official time
6. Refusing to render assistance or cooperate in upholding the integrity of the security program at the Government's work sites.
7. Falsification and/or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
8. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting.
9. Participation in disruptive activities, which interfere with the normal and efficient operations of the Government.
10. Theft, vandalism, immoral conduct, or any other criminal actions.
11. Selling, consuming, and/or being under the influence of intoxicants, drugs, or substances, which produce similar effects.
12. Improper and/or unauthorized use of official authority or credentials.

13. Unauthorized use of Government property, including electronic computer and communications equipment, including radio, telephone, facsimile, and imaging and data systems.
14. Violation of security procedures and/or security regulations.
15. Unauthorized abandonment of workstation.
16. Jeopardizing the safety of life or property at the facility(s) protected by DHS.
17. Failure to cooperate with Government officials and/or Federal Agency authorities during an official investigation.
18. Unauthorized and/or illegal use of a weapon.
19. Ineffectiveness (multiple repeated deficiencies) in carrying out contract-related duties.
20. Failure to make a timely appearance for court testimony, when scheduled and notified in advance to do so by either the COTR or the Project Manager or both.
21. Falsification of information on job application or background checks information.
22. Falsification or failure to document company or work related information.
23. Any violation of company, MegaCenter, state, or federal employment statutes.
24. Any violation where written reprimand (other than termination events listed here) has been issued for same or similar offense, with one year of the first occurrence.
25. Any failure to follow Standard Operating Procedures, misuse of the law enforcement networks, or failure to stay certified to operate the law enforcement information networks in the MegaCenter (this includes all full and part time operators/dispatchers, and supervisors).
26. Falsifying time record (sheets).
27. Failure to pass training requirements that occur after date of hire (i.e. law enforcement information network).
28. Repeated (four or more) infractions by the same person for the same reason.

## H-11

### **Nondisclosure of Information Related to Security Measures and Responses**

a. Except for providing communications that are required between the contractor and Federal, state and local Government agencies (including Federal Protective Service) in the conduct of official Government business, and except for the contractor's volitional providing of copies of the contract, the contractor shall not publish or disclose in any public manner, without the written consent of the CO or COTR, the operational and/or functional details of any Federal Security Measures and Responses that are performed and/or supported by the Contractor under this contract. Specific details about Federal Security Measures and Responses will usually be considered **LAW ENFORCEMENT SENSITIVE**. If the contractor has any concern about whether such details may be divulged, the contractor shall disclose those concerns to the CO or COTR, without delay and within twenty-four – (24) hours, identifying the specific

situation and parties involved. The contractor shall then comply with the directions of the CO and/or COTR.

b. The contractor may provide copies and/or excerpts of this contract to others at the contractor's own expense and volition, without limit, however, any requests for more detailed information about Federal Physical Security Measures from non-Government parties shall be immediately reported and referred to the CO and/or COTR.

## **SECTION I – CONTRACT CLAUSES**

### **I-1 Clauses of Federal Supply Service Multiple Award Schedule Contract #246-84**

All the clauses of Federal Supply Service Multiple Award Schedule Contract #246-84 are incorporated into this contract by reference.

### **I-2 DHS Security Clauses and Availability of Funds Clause**

#### **52.252-2 Clauses Incorporated by Reference (FEB 1998) (DHS Security Clauses)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:  
<http://www.arnet.gov/far>

#### **52.204-2 Security Requirements. (AUG 1996)**

#### **52.232-19 Availability of Funds for the Next Fiscal Year. (APR 1984)**

Funds are not presently available for performance under this contract beyond current fiscal year. The Government's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this contract beyond the end of the current fiscal year, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

#### **52.237-2 Protection of Government Buildings, Equipment, and Vegetation. (APR 1984)**

#### **3052.204-70 Security Requirements for Unclassified Information Technology Resources. (DEC 2003)**

(a) The Contractor shall be responsible for Information Technology (IT) security for all systems connected to a DHS network or operated by the Contractor for DHS, regardless of location. This clause applies to all or any part of the contract that includes information technology resources or services for which the Contractor must have physical or electronic access to sensitive information contained in DHS unclassified systems that directly support the agency's mission. The security requirements include, but are not limited to, how the Department of Homeland Security's sensitive information is to be handled and protected at the Contractor's site, (including any information stored, processed, or transmitted using the Contractor's computer systems), the background investigation and/or

clearances required, and the facility security required. This requirement includes information technology, hardware, software, and the management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems. Examples of tasks that require security provisions include--

(1) Acquisition, transmission or analysis of data owned by DHS with significant replacement cost should the contractor's copy be corrupted; and

(2) Access to DHS networks or computers at a level beyond that granted the general public, (e.g. such as bypassing a firewall).

(b) At the expiration of the contract, the contractor shall return all sensitive DHS information and IT resources provided to the contractor during the contract, and a certification that all DHS information has been purged from any contractor-owned system used to process DHS information. Organizational elements shall conduct reviews to ensure that the security requirements in the contract are implemented and enforced.

(c) The Contractor shall provide, implement, and maintain an IT Security Plan. This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract. The plan shall describe those parts of the contract to which this clause applies. The Contractor's IT Security Plan shall be compliant with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.), and the Government Information Security Reform Act of 2000, and the Federal Information Security Management Act of 2002. The plan shall meet IT security requirements in accordance with Federal policies and procedures that include, but are not limited to OMB Circular A-130, Management of Federal Information Resources, Appendix III, and Security of Federal Automated Information Resources;

(d) Within 30 calendar days after contract award, the contractor shall submit for approval an IT Security Plan. This plan shall be consistent with and further detail the approach contained in the offeror's proposal or quote that resulted in the award of this contract and in compliance with the requirements stated in this clause. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.

(e) Within 6 months after contract award, the contractor shall submit written proof of IT Security accreditation to DHS for approval by the DHS Contracting Officer. Accreditation will be according to the criteria of the Homeland Security Information Technology Security program Publication, DHS MD 4300.Pub., Volume I, Policy Guide,

Part A, Sensitive Systems, which is available from the Contracting Officer upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document, and shall include a final

security plan, a risk assessment, security test and evaluation, and disaster recovery/continuity of operations plan. The contractor shall comply with the approved accreditation documentation.

End of Clause

Note: The contractor shall submit an IT Security Plan for each center. The plans for centers may be the same if the plans meet the security requirements for each individual center.

**3052.209-70 Prohibition on contracts with corporate expatriates. (DEC 2003)**

(a) Prohibitions.

Section 835 of Public Law 107-296, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity after November 25, 2002, which is treated as an inverted domestic corporation as defined in this clause.

The Secretary shall waive the prohibition with respect to any specific contract if the Secretary determines that the waiver is required in the interest of homeland security, or to prevent the loss of any jobs in the United States or prevent the Government from incurring any additional costs that otherwise would not occur.

(b) Definitions. As used in this clause:

"Expanded Affiliated Group" means an affiliated group as defined in section 1504(a) of the Internal Revenue Code of 1986 (without regard to section 1504(b) of such Code), except that section 1504 of such Code shall be applied by substituting 'more than 50 percent' for 'at least 80 percent' each place it appears.

"Foreign Incorporated Entity" means any entity which is, or but for subsection (b) of Section 835 of the Homeland Security Act, Public Law 107-296, would be, treated as a foreign corporation for purposes of the Internal Revenue Code of 1986.

"Inverted Domestic Corporation." A foreign incorporated entity shall be treated as an inverted domestic corporation if, pursuant to a plan (or a series of related transactions)-

- (1) The entity completes after November 25, 2002, the direct or indirect acquisition of substantially all of the properties held directly or indirectly by a domestic corporation or substantially all of the properties constituting a trade or business of a domestic partnership;
- (2) After the acquisition at least 80 percent of the stock (by vote or value) of the entity is held-
- (3) In the case of an acquisition with respect to a domestic corporation, by former shareholders of the domestic corporation by reason of holding stock in the domestic corporation; or

(4) In the case of an acquisition with respect to a domestic partnership, by former partners of the domestic partnership by reason of holding a capital or profits interest in the domestic partnership; and

(5) The expanded affiliated group which after the acquisition includes the entity does not have substantial business activities in the foreign country in which or under the law of which the entity is created or organized when compared to the total business activities of such expanded affiliated group.

"Person", "domestic", and "foreign" have the meanings given such terms by paragraphs (1), (4), and (5) of section 7701(a) of the Internal Revenue Code of 1986, respectively.

(c) Special rules. The following definitions and special rules shall apply when determining whether a foreign incorporated entity should be treated as an inverted domestic corporation.

**CERTAIN STOCK DISREGARDED-** For the purpose of treating a foreign incorporated entity as an inverted domestic corporation these shall not be taken into account in determining ownership:

(1) stock held by members of the expanded affiliated group which includes the foreign incorporated entity; or

(2) stock of such entity which is sold in a public offering related to the acquisition described in subsection (b)(1) of Section 835 of the Homeland Security Act, Public Law 107-296.

**PLAN DEEMED IN CERTAIN CASES-** If a foreign incorporated entity acquires directly or indirectly substantially all of the properties of a domestic corporation or partnership during the 4-year period beginning on the date which is after the date of enactment of this Act and which is 2 years before the ownership requirements of subsection (b)(2) are met, such actions shall be treated as pursuant to a plan.

**CERTAIN TRANSFERS DISREGARDED-** The transfer of properties or liabilities (including by contribution or distribution) shall be disregarded if such transfers are part of a plan a principal purpose of which is to avoid the purposes of this section.

(d) **SPECIAL RULE FOR RELATED PARTNERSHIPS-** For purposes of applying subsection (b) to the acquisition of a domestic partnership, except as provided in regulations, all domestic partnerships which are under common control (within the meaning of section 482 of the Internal Revenue Code of 1986) shall be treated as a partnership.

**Treatment of Certain Rights-**

(1) Certain rights shall be treated as stocks to the extent necessary to reflect the present value of all equitable interests incident to the transaction, as follows:



- (A) warrants
- (ii) options
- (iii) contracts to acquire stock
- (iv) convertible debt instruments
- (v) others similar interests

(B) Rights labeled as stocks shall not be treated as stocks whenever it is deemed appropriate to do so to reflect the present value of the transaction or to disregard transactions whose recognition would defeat the purpose of Section 835.

(e) Disclosure

By signing and submitting its offer, an offeror under this solicitation represents that it not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of Section 835 of the Homeland Security Act, Public Law 107-296 of November 25, 2002.

If a waiver has been granted, a copy of the approved waiver shall be attached to the bid or proposal.

**3052.215-70 Key personnel or facilities. (DEC 2003)**

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel under this Contract:

- Project Manager

**3052.222-70 Strikes or picketing affecting timely completion of the contract work. (DEC 2003)**

**3052.222-71 Strikes or picketing affecting access to a DHS facility. (DEC 2003)**

**3052.228-70 Insurance. (DEC 2003)**

In accordance with the clause entitled "Insurance - Work on a Government Installation" [*or Insurance - Liability to Third Persons*] in Section I, insurance of the following kinds and minimum amounts shall be provided and maintained during the period of performance of this contract:

(a) Worker's compensation and employer's liability. The contractor shall, as a minimum, meet the requirements specified at (FAR) 48 CFR 28.307-2(a).

(b) General liability. The contractor shall, as a minimum, meet the requirements specified at (FAR) 48 CFR 28.307-2(b).

(c) Automobile liability. The contractor shall, as a minimum, meet the requirements specified at (FAR) 48 CFR 28.307-2(c).

### **3052.237-71 Information Technology Systems Access for Contractors**

#### **INFORMATION TECHNOLOGY SYSTEMS ACCESS FOR CONTRACTORS (NOV 2004) (Deviation)**

(a) "Sensitive Information" means information that is:

(1) Protected Critical Infrastructure Information (PCII) as described in the Critical Infrastructure Information Act of 2002, 6 U.S.C. sections 211-224; its implementing regulations, 6 CFR Part 29; or the applicable PCII Procedures Manual; or

(2) Sensitive Security Information (SSI), as described in 49 CFR Part 1520; or

(3) Sensitive but Unclassified Information (SBU), which consists of any other unclassified information which:

(i) if lost, misused, modified, or accessed without authorization, could adversely affect the national interest, proprietary rights, the conduct of Federal programs, or individual privacy under 5 U.S.C. section 552a; and,

(ii) if provided by the government to the contractor, is marked in such a way as to place a reasonable person on notice of its sensitive nature.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms, as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are

required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) Contractors shall identify in their proposals, the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of personnel who are non-U.S. citizen after contract award shall also be reported to the contracting officer.

(g) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(h) Before receiving access to IT resources under this contract the individual must receive a security briefing, which the COTR will arrange, and complete any nondisclosure agreement furnished by DHS.

(i) The contractor shall have access only to those areas of DHS Organizational Element (OE) information technology resources explicitly stated in this contract or approved by the COTR in writing as necessary for performance of the work under this contract. Any attempts by contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(j) Contractor access to DHS networks from a remote location is a temporary privilege for mutual convenience while the contractor performs business for the DHS OE. It is not a right, a guarantee of access, a condition of the contract, nor is it Government Furnished Equipment (GFE).

(k) Contractor access will be terminated for unauthorized use. The contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

(l) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Organizational Element or designee, with the concurrence of the Office of Security and Department's CIO or designee. In order for a waiver to be granted:

- (i) The individual must be a legal permanent resident of the U.S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State.
- (ii) All required security forms specified by the government and any necessary background check must be satisfactorily completed.
- (iii) There must be a compelling reason for using this individual as opposed to a U.S. citizen.
- (iv) The waiver must be in the best interest of the Government.

**3052.237-72 Contractor Personnel Screening for Unclassified Information Technology Access. (DEC 2003)**

(a) Contractor personnel requiring privileged access or limited risk assessment level. Guidance for selecting the appropriate level of screening is based on the risk of adverse impact to DHS missions, as indicated in FIPS PUB 199, Standards for Security Categorization of Federal Information and Information Systems (Initial Public Draft).

(b) The Contractor shall afford DHS, including the Office of Inspector General, access to the Contractor's and subcontractors' facilities, installations, operations, documentation, databases and personnel used in performance of the contract. Access shall be provided to the extent required to carry out a program of IT inspection, investigation and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of DHS data or to the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

(c) The Contractor shall incorporate the substance of this clause in all subcontracts that meet the conditions in paragraph (a) of this clause.

**3052.242-71 Dissemination of contract information. (DEC 2003)**

**3052.242-72 Contracting officer's technical representative. (DEC 2003)**

**3052.245-70 Government property reports. (DEC 2003)**

**SECTION J LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS**

- Exhibit J-1 Estimated Labor and Services Requirements for the Battlecreek MegaCenter
- Exhibit J-2 U.S. Department of Labor Wage Determinations
- Exhibit J-3 MegaCenter Geographic Areas of Responsibility
- Exhibit J-4 Sample Start-Up Plan
- Exhibit J-5 Security Clearance Requirements
- Exhibit J-6 Overtime Request and Authorization
- Exhibit J-7 Sample Key Personnel Resume
- Exhibit J-8 Contracting Officer's Technical Representative - Training Topics
- Exhibit J-9 Report of Training Completion
- Exhibit J-10 Past Performance Questionnaire
- Exhibit J-11 Certificate of Medical Examination Form (SF-78)
- Exhibit J-12 Contract Employee Inspection Report

## Exhibit J-1

### Estimated Labor and Service Scheduling Requirements

#### Battlecreek MegaCenter

At start of contract performance, the Contractor shall provide the following staffing requirements:

Section	Line Item	Description	Total Hours
C-09.1	0001	Project Manager - Overall Oversight of Contract	2,000
C-09.2	0002	Lead Alarm Remote Programmer	2,000
C-09.3	0003	Supervisory Dispatch	12,760
C-13.1	0004- 0008	Operator/Telecommunicators Levels I thru 5	59,800
*C-14	0018	Training/Trainer Coordinator	2,000
*C-15	0009	Assistant Training Coordinator (Q & A)	2,000
C-16	0010	Data Entry II	2,000
*C-17	0019	Data Analyst I	2,000
*C-18	0020	Data Analyst II	2,000
C-19	0011	Administrative Assistant	2,000
*C-20	0021	Alarm Technicians	2,000
*C-21	0012	Computer Aided Design (AUTOCAD) Operator	2,000
C-22	0013	Systems Administrator	2,000
*C-23	0022	Network Engineer	2,000
*C-24	0014	Database Administrator	2,000
*C-25	0023	Information Systems Security Officer/Specialist (ISSO)	2,000
*C-26	0015	Telecommunications Specialist	2,000
*C-27	0016	Transcriptionist (Dictaphone Transport)	2,000
C-28	0017	Remote Alarm Programmers	6,000

Note: The following positions listed below may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification.

*C-14	0018	Training/Trainer Coordinator	2,000
*C-15	0009	Assistant Training Coordinator (Q & A)	2,000
*C-17	0019	Data Analyst I	2,000
*C-18	0020	Data Analyst II	2,000
*C-20	0021	Alarm Technicians	2,000
*C-21	0012	Computer Aided Design (AUTOCAD) Operator	2,000
*C-23	0022	Network Engineer	2,000
*C-24	0014	Database Administrator	2,000
*C-25	0023	Information Systems Security Officer/Specialist (ISSO)	2,000
*C-26	0015	Telecommunications Specialist	2,000
*C-27	0016	Transcriptionist (Dictaphone Transport)	2,000

**Exhibit J-2**

**U.S. DEPARTMENT OF LABOR WAGE DETERMINATION**

Attached:

Wage Determination No.: 2005-2449, Revision No. 1 dated 09/21/2006

Exhibit J-4

SAMPLE START-UP PLAN

Contractor Activity Sequence #	Contractor's Responsible Party (Name)	Contractor Activity Description	Contractor Activity Duration	Contractor Planned Starting Date	Contractor Planned Completion
1.	Jane Smith	Receive Contract Award Notice from DHS/FPS	0 Days	June 28, 1999	June 28, 1999
2.	Jane Smith, Mike Hoch, Ted Williams	Visit/Revisit all Worksites; View Positions	3 Days	June 28, 1999	June 30, 1999
3.	Jane Smith	Obtain an Assignment of Claims	22 Days	July 1, 1999	July 23, 1999
4.	John Smith	Obtain Insurance; submit proof	22 Days	July 1, 1999	July 23, 1999
5.	Sally Jones	Obtain Performance Bond; Submit proof	21 Days	July 1, 1999	July 22, 1999
6.	Jane Smith	Obtain Added Line of Credit	17 Days	July 2, 1999	July 19, 1999
7.	Pete Jones	Establish Electronic Payment Plan; submit proof	25 Days	July 2, 1999	July 27, 1999
8.	Jane Smith	Establish New Invoice Sys.	14 Days	July 2, 1999	July 16, 1999
9.	John Smith	Obtain Permits; submit proof	27 Days	July 2, 1999	July 29, 1999
10.	Jane Smith, Mike Hoch, Ted Williams	1 <sup>st</sup> Post Award Meeting with CO & COR	0 Days	July 6, 1999	July 6, 1999
11.	Pete Jones	Perform Employee Background Checks	17 Days	July 2, 1999	July 19, 1999



Contractor Activity Sequence #	Contractor's Responsible Party (Name)	Contractor Activity Description	Contractor Activity Duration	Contractor Planned Starting Date	Contractor Planned Completion
12.	Jane Smith	Evaluate Incumbent Contract Employees	25 Days	July 2, 1999	July 27, 1999
13.	John Smith	Hire Qualified Incumbent Employees; submit proof	17 Days	July 2, 1999	July 16, 1999
14.	Pete Jones	Transfer/Hire Additional Required Employees; Submit proof	25 Days	July 2, 1999	July 27, 1999
17.	Jane Smith	Submit Updated Key Personnel Resumes (Supv/Mgr)	14 Days	July 2, 1999	July 16, 1999
18.	John Smith	Submit Staff Training Plan	27 Days	July 2, 1999	July 29, 1999
19.	Jane Smith	Submit clear Employee Fingerprints	17 Days	July 2, 1999	July 19, 1999
20.	Pete Jones	Obtain Medical & Drug Exams; submit proof	25 Days	July 2, 1999	July 27, 1999

Contractor Activity Sequence #	Contractor's Responsible Party (Name)	Contractor Activity Description	Contractor Activity Duration	Contractor Planned Starting Date	Contractor Planned Completion
21.	Jane Smith	Obtain all other Req. Licenses, Permits and Certifications; Submit proof	14 Days	July 2, 1999	July 16, 1999
22.	John Smith	Obtain 2 ea. Employee photos & submit proof	27 Days	July 2, 1999	July 29, 1999
23.	John Smith	Issue staff I.D. Cards, uniforms, accessories, etc.	25 Days	July 2, 1999	July 27, 1999
24.	Sally Jones	Coordinate with incumbent Contractor	14 Days	July 2, 1999	July 16, 1999
25.	Pete Jones	Coordinate with Union (if any)	17 Days	July 2, 1999	July 19, 1999
26.	John Smith	Prepare Project Managers Office	29 days; ongoing	July 2, 1999	July 31, 1999
27.	Sally Jones	Coordinate w/ State Govt.	17 Days	July 2, 1999	July 19, 1999
28.	Jane Smith	Coordinate w/ County Govt. or Parish Govt. (as necessary)	25 Days	July 2, 1999	July 27, 1999
29.	Pete Jones	Coordinate w/ City Govt.	14 Days	July 2, 1999	July 16, 1999
30.	John Smith	Coordinate w/ Suppliers	17 Days	July 2, 1999	July 19, 1999

31.	Sally Jones	Submit staff schedule (posts, hours & personnel)	25 Days	July 2, 1999	July 27, 1999
32.	Jane Smith	Establish & Test Staff Emergency Notification System (dial-up/page/etc.)	14 Days	July 2, 1999	July 16, 1999
33.	Jane Smith, Mike Hoch, Ted Williams	2 <sup>nd</sup> PostAward Meeting with CO & COR	0 Days	July 11, 1999	July 9, 1999
34.	Jane Smith, Mike Hoch, Ted Williams	3 <sup>rd</sup> PostAward Meeting with CO & COR	0 Days	August 1, 1999	August 1, 1999
35.	Pete Jones, Sally Jones, Ted Williams	4 <sup>th</sup> PostAward Meeting with CO & COR	0 Days	September 1, 1999	September 1, 1999
36.	Jane Smith, Mike Hoch, Ted Williams	5 <sup>th</sup> PostAward Meeting with CO & COR	0 Days	September 15, 1999	September 15, 1999
37.	All Contract Support Staff & Managers	Contract Starts; Begin Performance	Through to End of Contract	October 1, 1999	End of Contract
//END//	//SAMPLE//	//SAMPLE//	//SAMPLE//	//SAMPLE//	//END//

**Note 1:** The above sample Plan is provided as an example of an acceptable format. The government does not assert or imply that the above sample would be considered acceptable as depicted above. The sample does not accurately represent actual or anticipated activity scheduling. The sample is not all inclusive; other activities may be significant to success and sample activities may not necessarily be appropriate or desirable for all offerors.

**Note 2:** "Submit Proof" (above) means expeditiously submitting valid documentation to the Contracting Officer and/or Contracting Officer's Technical Representative, proving the success of this particular Contractor pre-performance activity.

**Exhibit J-5**

SECURITY CLEARANCE REQUIREMENTS

1. FACILITY CLEARANCE

**REQUIRED    NOT REQUIRED**

Battlecreek:

x

**Security Clearance Requirements by Position**

Description	DHS/FPS Regional Background Investigations	DHS/ADP T1/T2 Sensitive but Unclassified	Secret Clearance
Operator/Telecommunicator Level One	X	X	
Operator/Telecommunicator Level Two	X	X	
Operator/Telecommunicator Level Three	X	X	
Operator/Telecommunicator Level Four	X	X	
Operator/Telecommunicator Level Five	X	X	
Trainer/Training Coordinator	X	X	
Supervisory Dispatch (C09-3.C.3)	X	X	X (to operate STE phones)*
Project Manager	X	X	X
Lead Remote Programmer (Help Desk)	X	X	
Data entry II	X	X	
Data Analyst I	X	X	
Data Analyst 2	X	X	
Administrative Assistant	X	X	
Alarm Technicians	X	X	
Remote Programmers	X	X	
Systems Administrator	X	X	
Network Engineer (C-23.d)	X	X	X
Data Administrator	X	X	
Information Systems Security Officer (ISSO)	X	X	X
Telecommunications Specialist (Radio and Telephone) (C-26.d)	X	X	
Transcriptionist			
Corporate Security Officer (C-06.5)	X	X	

\* Not Required at time of hiring.

**EXHIBIT J-6**

**OVERTIME REQUEST AND AUTHORIZATION**

Attached

## OVERTIME REQUEST AND AUTHORIZATION

NAME OF EMPLOYEE(S)	DATES		ESTIMATE D TOTAL HOURS OF OVERTIME
	FROM	THROUGH	

- Remote Programming    
  Training    
  Special Project    
  Other

**Justification** *(give description of work and reason for overtime):*

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<b>Employee (signature)</b>		<b>Date</b>
<b>Supervisor/Lead (signature)</b>		<b>Date</b>
<b>Duty Officer (signature)</b>		<b>Date</b>
<input type="checkbox"/> Billable <input type="checkbox"/> Non-Billable		
	<b>MC Manager (signature)</b>	<b>Date</b>

Exhibit J-7

**RESUME - KEY PERSONNEL**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number (including area code): \_\_\_\_\_

Position Employee will Perform under this Contract:

\_\_\_\_\_

Name of Current Employer: \_\_\_\_\_

Current Position/Title: \_\_\_\_\_

Education/Degree(s): \_\_\_\_\_

Professional Registrations(s): \_\_\_\_\_

1. In chronological order, listing the current period first, provide all work experience from January 1996 through the present using the Table below.

**WORK EXPERIENCE (January 1996 to Present)**

Date From-To      Job Title      Company/Address

2. For each period of work experience described above, provide a brief explanation of your principal functions and duties while in this position. If a supervisory position, include the number of persons directly supervised. Explain any breaks in service.

3. Provide three (3) references: Provide name, company, title and current telephone number of persons who have first hand knowledge of the experience, performance and capabilities. **Make sure that you provide valid and current telephone numbers.**



### Exhibit J-8

The Contracting Officer's Technical Representative (COTR) will provide information to designated Contracting Officials, such as the Contract/Program Manager and/or supervisors, on the following topics:

1. Government Role & Responsibilities;
2. Standard Operating Procedures;
3. Dispatch Processes (Radio Dispatch, alarm Monitoring & call taking);
4. Spot Reports;
5. Dispatch Operations Logs;
6. Reports (daily, weekly, Bi-weekly, monthly, etc.);
7. Case Control Numbers Log;
8. National Crime Information Center (NCIC) terminal operations and audits;
9. Tour of center;
10. Building Rules & Regulations;
11. Occupant Emergency Plan for center;
12. Quality Assurance Plan;
13. Sign in/out procedures;
14. Schedules for staffing and training;
15. Monthly hours of services provided review procedures;
16. Review of contract sections;
17. Clearance procedures;
18. Employee file maintenance;
19. Training requirements and records; and
20. Site information.

**Exhibit J-9**

Report of Training Completion

Attached

Exhibit J-10

**PAST PERFORMANCE QUESTIONNAIRE**

MegaCenter Support Services  
Solicitation: HSCEGI-07-Q-00016

CONTRACTOR REQUESTING THE REFERENCE:

\_\_\_\_\_

-----  
The purpose of this questionnaire is to obtain information regarding the quality of the above named Contractor's past performance relative to a contract, completed or in progress, at your company/agency. The Department of Homeland Security is considering this Contractor for a support services contract for alarm monitoring and operation of Public Safety related telecommunications and security systems for the Federal Protective Service. We would greatly appreciate your input regarding the quality of the Contractor's past performance.

Handwritten responses are sufficient. It is requested that the individual(s) responsible for the administrative oversight of the contract (e.g. Center Manager, Technical Manager, Security Specialist, etc.) respond to this questionnaire. More than one copy of the questionnaire may be submitted if responses from more than one individual are appropriate.

Upon completion of the survey, please email to [cynthia.d.palmer@dhs.gov](mailto:cynthia.d.palmer@dhs.gov) or FAX to 215-717-8080. If you have any questions, please call Cynthia Palmer at 215-521-2160. We appreciate your efforts on our behalf.

Contract Title and Location: \_\_\_\_\_

Award Date: \_\_\_\_\_

Estimated/Final Completion Date: \_\_\_\_\_

Contract Cost per Year: \_\_\_\_\_

Please provide a brief description of the scope of this project so that we determine any similarities to this contract:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**QUESTIONS**

**PERFORMANCE:**

On a scale of 0 to 10, please rate the Contractor on following areas of performance (scale is defined with each factor).

**1. How consistent is the Contractor in providing required staffing at each duty station?**

- 0 Duty stations are frequently lacking the assigned number of staffing, or staffing is frequently late in reporting.
- 10 Duty stations are consistently fully staffed in a timely manner.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. How consistent is the Contractor in providing and implementing a Quality Control Plan?**

- 0 Quality Control Plan is poorly written and/or implementation is inadequate at best.
- 10 Quality Control Plan is well thought-out and schedules, methods, etc., adhered to consistently.
- N/A Quality Control Plan not required.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. How consistent is the Contractor in developing and maintaining required management reports, training records, monthly progress reports, etc., in a complete, accurate and timely manner?**

- 0 Management reports, training records, certifications and related documentation is often missing, inaccurate or out of date.
- 10 Management reports, training records, certifications and related documentation is consistently on file, accurate and current.
- N/A Not applicable.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. Rate the overall level of professionalism, attentiveness and bearing of the Contractor's workforce.**

- 0 Contractor employees demonstrate a low level of understanding of their assignments, are often engaged in unauthorized activity and are inattentive to their duties.
- 10 Contractor employees consistently understand and carry out their jobs in a professional manner and are fully attentive to their duties.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. How effective is the Contractor in identifying potential problems and resolving them on his own?**

- 0 Contractor consistently fails to identify and resolve problems on his own.
- 10 Contractor is consistently pro-active in identifying potential problems and recommending solutions.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6. Rate the Contractor's overall management of the project.**

- 0 Contractor is not proactive and services suffered due to lack of management.
- 10 Services progressed smoothly, management was proactive and responsive and the project was successful.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. If you had a choice, would you hire this Contractor again? Why or why not?

- 0 Contractor would not be re-considered for services.
- 10 Contractor performance has been outstanding and their services progressed smoothly, management was proactive and responsive and the project was successful. They would be a welcome addition to help us continue our mission.

Rating: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. In summary, would you describe the quality of the Contractor's services and overall performance as:

- a. \_\_\_\_\_ Outstanding: Overall performance meets and significantly exceeds the stated requirements.
- b. \_\_\_\_\_ Good: Overall performance meets and exceeds the stated requirements.
- c. \_\_\_\_\_ Acceptable: Overall performance meets the stated requirements.
- d. \_\_\_\_\_ Marginal: Overall performance has met the minimum requirements with some errors/deficiencies, but not "many" as defined by the "Unacceptable" rating.
- e. \_\_\_\_\_ Unacceptable: Contractor has little or no knowledge of how to meet the requirements specified.

Your Name: \_\_\_\_\_

Your Position: \_\_\_\_\_

Company: \_\_\_\_\_

Telephone No: \_\_\_\_\_

E-mail address: \_\_\_\_\_





Exhibit J-11

Certificate of Medical Examination (SF78)

TO BE GIVEN TO PERSON EXAMINED WITH A PRE-ADDRESSED "CONFIDENTIAL-MEDICAL" ENVELOPE	<b>UNITED STATES CIVIL SERVICE COMMISSION CERTIFICATE OF MEDICAL EXAMINATION</b>	Form Approved Budget Bureau No. 50-R0073
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**Part A. TO BE COMPLETED BY APPLICANT OR EMPLOYEE (typewrite or print in ink)**

1. NAME (last, first, middle)	2. SOCIAL SECURITY ACCOUNT NO.	3. SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	4. DATE OF BIRTH
5. DO YOU HAVE ANY MEDICAL DISORDER OR PHYSICAL IMPAIRMENT WHICH WOULD INTERFERE IN ANY WAY WITH THE FULL PERFORMANCE OF THE DUTIES SHOWN BELOW? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>(If your answer is YES, explain fully to the physician performing the examination)</i>		6. I CERTIFY THAT ALL THE INFORMATION GIVEN BY ME IN CONNECTION WITH THIS EXAMINATION IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.  <div style="text-align: right; font-size: x-small;">(Signature of applicant)</div>	

**Part B. TO BE COMPLETED BEFORE EXAMINATION BY APPOINTING OFFICER**

1. PURPOSE OF EXAMINATION <input type="checkbox"/> PREAPPOINTMENT <input type="checkbox"/> OTHER (Specify)	2. POSITION TITLE	
3. BRIEF DESCRIPTION OF WHAT POSITION REQUIRES EMPLOYEE TO DO		
4. Circle the number preceding each functional requirement and each environmental factor essential to the duties of this position. List any additional essential factors in the blank spaces. Also, if the position involves law enforcement, air traffic control, or fire fighting, attach the specific medical standards for the information of the examining physician.		
A. FUNCTIONAL REQUIREMENTS		
1. Heavy lifting, 45 pounds and over 2. Moderate lifting, 15-44 pounds 3. Light lifting, under 15 pounds 4. Heavy carrying, 45 pounds and over 5. Moderate carrying, 15-44 pounds 6. Light carrying, 15-44 pounds 7. Straight pulling (        hours) 8. Pulling hand over hand (        hours) 9. Pushing (        hours) 10. Reaching above shoulder 11. Use of fingers 12. Both hands required 13. Walking (        hours) 14. Standing (        hours)	15. Crawling (        hours) 16. Kneeling (        hours) 17. Repeated bending (        hours) 18. Climbing, legs only (        hours) 19. Climbing, use of legs and arms 20. Both legs required 21. Operation of crane, truck, tractor, or motor vehicle 22. Ability for rapid mental and muscular coordination simultaneously 23. Ability to use and desirability of using firearms 24. Near vision correctable at 13" to 16" to Jaeger 1 to 4	25. Far vision correctable in one eye to 20/20 and to 20/40 in the other 26. Far vision correctable in one eye to 20/50 and to 20/100 in the other 27. Specific visual requirement (specify) 28. Both eyes required 29. Depth perception 30. Ability to distinguish basic colors 31. Ability to distinguish shades of colors 32. Hearing (aid permitted) 33. Hearing without aid 34. Specific hearing requirements (specify) 35. Other (specify)
B. ENVIRONMENTAL FACTORS		
1. Outside 2. Outside and inside 3. Excessive heat 4. Excessive cold 5. Excessive humidity 6. Excessive dampness or chilling 7. Dry atmospheric conditions 8. Excessive noise, intermittent 9. Constant noise 10. Dust	11. Silica, asbestos, etc. 12. Fumes, smoke, or gases 13. Solvents (degreasing agents) 14. Grease and oils 15. Radiant energy 16. Electrical energy 17. Slippery or uneven walking surfaces 18. Working around machinery with moving parts 19. Working around moving objects or vehicles	20. Working on ladders or scaffolding 21. Working below ground 22. Unusual fatigue factors (specify) 23. Working with hands in water 24. Explosives 25. Vibration 26. Working closely with others 27. Working alone 28. Protracted or irregular hours of work 29. Other (specify)

**Part C. TO BE COMPLETED BY EXAMINING PHYSICIAN**

1. EXAMINING PHYSICIAN'S NAME (Type or print)	3. SIGNATURE OF EXAMINING PHYSICIAN
2. ADDRESS (including ZIP Code)	_____ (Signature) <span style="float: right;">(Date)</span>
IMPORTANT: After signing, return the entire form intact in the pre-addressed "Confidential-Medical" envelope which the person you examined gave you.	

78-110

STANDARD FORM NO. 78  
OCTOBER 1969 (REVISION)  
CIVIL SERVICE COMMISSION  
PPM 239

**NOTE TO EXAMINING PHYSICIAN:** The person you are about to examine will have to cope with the functional requirements and environmental factors circled on the other side of this form. Please take these, and the brief description of the job duties above them, into consideration as you make your examination and report your findings and conclusions.

1. HEIGHT: \_\_\_\_\_ FEET, \_\_\_\_\_ INCHES. WEIGHT: \_\_\_\_\_ POUNDS.

1. EYES: \_\_\_\_\_ 20 \_\_\_\_\_ 20 \_\_\_\_\_ 20 \_\_\_\_\_ 20

(A) Distant vision (Snellen): without glasses: right \_\_\_\_\_ left \_\_\_\_\_ ; with glasses, if worn: right \_\_\_\_\_ left \_\_\_\_\_  
 (B) What is the longest and shortest distance at which the following specimen of Jaeger No. 2 type can be read by the applicant?  
 Test each eye separately.

Jaeger No. 2 Type  
 employees in the Federal classified service as may be required by the Civil Service Commission or its authorized representative. This order will supplement the Executive Orders of May 29 and June 18, 1953 (Executive Order, September 4, 1954).

without glasses: L \_\_\_\_\_ in. to \_\_\_\_\_ in. R \_\_\_\_\_ in. to \_\_\_\_\_ in.  
 with glasses, if used: L \_\_\_\_\_ in. to \_\_\_\_\_ in. R \_\_\_\_\_ in. to \_\_\_\_\_ in.

(B) Color vision: Is color vision normal when Ishihara or other color plate test is used?  YES  NO  
 If not, can applicant pass lantern, yarn, or other comparable test?  YES  NO

3. EARS: (Consider denominators indicated here as normal. Record as numerators the greatest distance heard.)  
 Ordinary conversation: \_\_\_\_\_

RIGHT EAR \_\_\_\_\_ LEFT EAR \_\_\_\_\_  
 20 ft. 20 ft.

Audiometer (if given):

250	500	1000	2000	3000	4000	5000	6000	7000	8000
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

4. OTHER FINDINGS: In items a through i briefly describe any abnormality (including diseases, scars, and disfigurements). Include brief history, if pertinent. If normal, so indicate.

a. Eyes, ears, nose, and throat (including tooth and oral hygiene)	e. Abdomen
b. Head and back (including face, hair, and scalp)	f. Peripheral blood vessels
c. Speech (note any malfunction)	g. Extremities
d. Skin and lymph nodes (including thyroid gland)	h. Urinalysis (if indicated) Sp. gr. _____ Sugar _____ Blood _____ Albumen _____ Casts _____ Pus _____
i. Respiratory tract (X-ray if indicated)	

j. Heart (size, rate, rhythm, function)  
 Blood pressure \_\_\_\_\_  
 Pulse \_\_\_\_\_  
 EKG (if indicated) \_\_\_\_\_

k. Back (special consideration for positions involving heavy lifting and other strenuous duties)

l. Neurological and mental health

Jaeger No. 2 Type

Conclusions: Summarize below any medical findings which, in your opinion, would limit this person's performance of the job duties and/or would make him a hazard to himself or others. If none, so indicate.

- No limiting conditions for this job  
 Limiting conditions as follows \_\_\_\_\_

**FOR AGENCY USE ONLY**

**Part B. TO BE COMPLETED BEFORE EXAMINATION BY APPOINTING OFFICER**

1. NAME (last, first, middle)	2. SOCIAL SECURITY ACCOUNT NO.	3. SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	4. DATE OF BIRTH
5. DO YOU HAVE ANY MEDICAL DISORDER OR PHYSICAL IMPAIRMENT WHICH WOULD INTERFERE IN ANY WAY WITH THE FULL PERFORMANCE OF THE DUTIES SHOWN BELOW? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>(If your answer is YES, explain fully to the physician performing the examination)</i>		6. I CERTIFY THAT ALL THE INFORMATION GIVEN BY ME IN CONNECTION WITH THIS EXAMINATION IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.  _____ (Signature of applicant)	

**Part D. TO BE COMPLETED BY AGENCY MEDICAL OFFICER (if one is available)**

NOTE: Review the attached certificate of medical examination and make your recommendations in item 1 below. If the medical examination was done for pre-appointment purposes, circle the appropriate handicap code in part F.

1. RECOMMENDATION: <input type="checkbox"/> HIRE OR RETAIN, DESCRIBE LIMITATIONS, IF ANY, HERE.  <input type="checkbox"/> TAKE ACTION TO SEPARATE OR DO NOT HIRE, EXPLAIN WHY			
2. AGENCY MEDICAL OFFICER'S NAME (Type or print)	3. LOCATION (city, State, ZIP Code)	4. DATE	

**Part E. TO BE COMPLETED BY AGENCY PERSONNEL OFFICER**

NOTE: Enter the action taken below. If this form is used for pre-appointment purposes, be sure the appropriate handicap code in part F is circled. **IMPORTANT:** See FPM Chapter 293, Subchapter 3; FPM Chapter 339; and FPM Supplement 339-31 for disposition and/or filing of both parts of this form, either separately or together.

1. ACTION TAKEN: <input type="checkbox"/> HIRED OR RETAINED <input type="checkbox"/> NON-SELECTED FOR APPOINTMENT, OR ELIGIBILITY OBJECTED TO. <input type="checkbox"/> ACTION TAKEN TO SEPARATE			
2. AGENCY PERSONNEL OFFICER'S NAME (Type or print)	3. SIGNATURE	4. DATE	

**Part F. HANDICAP CODE (to be completed only in pre-appointment cases)**

If the person examined has or had a handicap listed below, circle the code number which pertains to that handicap. If more than one handicap applies, circle the one considered most limiting. If none of the handicap codes apply, circle code "00".

- |   |  |  |
|---|--|--|
| 00 No handicap of the type listed                         | 40 Hearing aid required  | 52 Diabetes-controlled   |
| 10 Amputations-one major extremity                        | 41 No usable hearing   | 53 Epilepsy-adequately controlled  |
| 11 Amputation-two or more major extremities               | 42 No usable hearing, with speech malfunction  | 54 History of emotional behavioral problems requiring special placement effort |
| 20 Deformity or impaired function-upper extremity         | 43 Normal hearing, with speech malfunction   | 55 Mentally retarded   |
| 21 Deformity or impaired function-lower extremity or back | 50 Tuberculosis-inactive pulmonary   | 56 Mentally restored   |
| 30 Vision-one eye only                                    | 51 Organic heart disease (compensated)-Valvular, arrhythmia, arteriosclerosis, healed coronary lesions |  |
| 31 No usable vision                                       |  |  |

1. EXAMINING PHYSICIAN'S NAME (Type or print)	3. SIGNATURE OF EXAMINING PHYSICIAN  _____ (signature) _____ (date)
2. ADDRESS (including ZIP Code)	<b>IMPORTANT:</b> After signing, return the entire form intact in the pre-addressed "Confidential-Medical" envelope which the person you examined gave you.

### Exhibit J-12 - Contract Employee Inspection Report

<b>CONTRACT EMPLOYEE INSPECTION REPORT</b>	DATE	INSPECTION TIMES		
		BEGIN	END	
CONTRACTOR	WORK BUILDING NAME & ADDRESS			
INSTRUCTIONS: Check the appropriate block. make comments only on the items checked "NO".				
<b>ITEMS INSPECTED</b>		YES	NO	NOT INSPECTED
1. Was the post manned as required? (Contractors / Job Classification Name)				
2. Was the dispatcher familiar with required duties of the MegaCenter				
3. Was the contract employee familiar with duties of their journeyman level classification.				
POST / CONSOLE INSPECTED				
DEFICIENCIES (Include the contractors name, post number, line item, and action taken, if any).				
SIGNATURE OF INSPECTOR	DATE	SIGNATURE OF COTR	DATE	

**Section K Representations, Certifications, and Other Statements of Bidders**

The Representations, Certifications and Statements made by the Quoter in Federal Supply Multiple Award Schedule Contract #246-84 are incorporated by reference into solicitation HSCEGI-07-Q-00016. All quoters submitting a proposal must be registered in ORCA (Online Representations & Certifications Application). Any quoter with invalid information in ORCA will be considered non-responsive.

## SECTION L INSTRUCTIONS, CONDITIONS, AND NOTICES TO BIDDERS

### L-01 Clauses Incorporated by Reference (FEB 1998)

52.204-6 Data Universal Numbering System (DUNS) Number. (OCT 2003)

52.215-1 Instructions to Offerors - Competitive Acquisition. (JAN 2004)

52.222-24 Preaward On-Site Equal Opportunity Compliance Evaluation. (FEB 1999)

### L-02 Pre-Proposal Conference

A pre-proposal conference regarding the subject requirement will be held at 10:00 AM on, at the following location: To be determined.

Attendance is strongly encouraged. If interested in attending, contact Cynthia Palmer at (215) 521-2160 or via e-mail at [cynthia.d.palmer@dhs.gov](mailto:cynthia.d.palmer@dhs.gov).

### L-03 Technical Evaluation Criteria

The following three technical criteria are of equal importance and when combined, are approximately equal in importance to price. The following items shall be addressed in the offeror's technical quotation:

#### **Criteria #1. Relevant Prior Experience on Similar Projects**

- a. The government is seeking firms that have demonstrated successful corporate/business experience in providing Public Safety/Security Communication Center operators and Public Safety/Security Communication Center supervisor staffing to business customers and/or Government customers across a large (multi-state) geographical area including successfully providing security alarm system monitoring and/or monitoring staff. Where applicable, the government shall evaluate the quality of proposed subcontractor's relevant prior experience on the basis of the subcontractor's contracts that are similar in magnitude and complexity to the subject project.
- b. The offeror shall be responsible for choosing those past projects/contracts which best demonstrates their ability to meet the solicitation requirements. In selecting which prior projects to submit, offerors should include those they consider to be the most relevant to the requirements of this solicitation. Experience on projects for the Federal government is considered an asset. Offerors are advised that the Government may use any and all resources legally available to research and verify the accuracy and validity of an offeror's proposal statements.

**NOTE:** A Public Safety Communication Center is defined as a facility that provides radio and telephone communications and coordination/support of law enforcement, fire and/or emergency medical service activities. Public Safety Communication Centers are usually operated by and/or for local, state and Federal Government agencies.

c. The offeror shall also submit the information described under this Technical Factor for any proposed subcontractor (s). The government will evaluate the offeror's proposed subcontractor's relevant prior experience on the basis of the subcontractor's contracts that are similar in magnitude and complexity to the subject project. The assessment of a proposed subcontractor's past performance will be used as a means of evaluating the capability of the offeror to perform as required by the specifications and the relative capability of the offeror comparatively with the other offerors. In addition, the offeror shall clearly indicate whether proposed subcontractors, if any, have a history of successful performance on prior project(s) with the prime contractor.

d. Offerors shall submit a **maximum of six (6) contracts** for evaluation that were actively on-going, or completed, during the time period January 2000 to the date established for receipt of the proposals. Provide a detailed description of the work provided for each of the up to six (6) past projects. Include the following information:

1. Customer (company/agency and division/branch) name, and current mailing address.
2. Name and telephone number of the contact person within the customer organization.
3. Applicable customer contract number.
4. Date of contract award.
5. Detailed description of the services provided.
6. Estimated total dollar value of the contract per year.

**Criteria #2. Quality of Past Performance**

a. The government will evaluate the offeror's overall past performance on the basis of its past projects/contracts which are similar in magnitude and complexity to the work required under this solicitation. Such projects should have included the duties, functions, responsibilities, and controls of operating a Public Safety Communication Center facility, alarm monitoring, providing radio and telephone communications, coordination/support of law enforcement, fire

and/or emergency medical service activities and related computer support services

b. The quality of the offerors past performance will be evaluated as a measure of the Government's confidence in the offeror's ability to successfully perform this project based on demonstrated relevant and recent performance. The currency and relevance of the Past Performance information, source of the information, context of the data, and general trends in contractor's performance shall be considered.

The Past Performance evaluation may take into account past performance information regarding predecessor companies when such information is relevant to the instant acquisition. The Contracting Officer shall determine the relevance of such information. The assessment of the offeror's past performance will be used as a means of evaluating the capability of the offeror to perform as required by the specifications and the relative capability of the offeror comparatively with the other offerors. Evidence of past successful performance as a team is desired for joint ventures and subcontracting arrangements.

c. For each project submitted under Criteria #1 above, the offeror shall submit the name, address and current telephone number of the agency/customer representative who can attest to the quality of the services provided. In addition, to expedite the evaluation process, offerors shall have the attached Past Performance Questionnaire (Exhibit J-10) completed by their references and forwarded directly to the Contracting Officer. The questionnaires should be submitted to the references in sufficient time so that the Contracting Officer receives them by the date and time established in this solicitation for the receipt of quotes. Completed questionnaires should be forwarded by facsimile to the attention of Cynthia Palmer at 215-717-8080 or emailed to [cynthia.d.palmer@dhs.gov](mailto:cynthia.d.palmer@dhs.gov). The offeror is submitting the questionnaires to their references on behalf of the government. Non-receipt of the completed questionnaires by the date and time indicated shall not be considered a material flaw in the quote; however, such non-receipt may adversely affect the rating of this criteria. The Government reserves the right to obtain and utilize information obtained by the Government from sources other than those identified by the offeror.

d. Offerors are authorized and encouraged to provide information on problems encountered on the identified contracts and the offeror's corrective actions. The government shall consider this information, as well as information obtained from any other sources, when evaluating the offeror's past performance. The Contracting Officer shall determine the relevance of similar past performance information.

**NOTE:** When evaluating Factor # 2 Quality of Past performance, in accordance with FAR 15.305 (2) (iv), in the case of a offeror without a record or relevant past performance or for whom information or past performance is not available the offeror may not be evaluated favorably or unfavorably with respect to past performance. The ratings shall be characterized as "Neutral" in such circumstances.



### Criteria #3: Management Structure and Personnel Qualifications

a. Project Management. The offeror shall provide information in narrative format covering plans for the management of the contract. The government is interested in your corporate approach to such topics as:

- How you intend to organize, coordinate, monitor and control the processes, including on-site, home office and subcontractor operations (if any), to ensure successful execution of the project.
- Procedures for liaison and escalation;
- Information flow,
- Steps to be taken to identify, respond to, and correct potential and/or existing contractor problems/deficiencies during contract performance.
- Identification of roles and responsibilities for each role with associated qualifications to be able to complete the responsibilities.

b. Organization Chart.

1. Provide an organizational chart showing the hierarchy of the organization, corresponding titles, functions and responsibilities, relationships (vertical and lateral), lines of authority and total staffing. Management/supervision shall be shown to the most subordinate level.
2. The Organization Chart shall show the total staffing by function, and shall reflect the entire organization proposed for performing all areas of the contract.
3. Clearly, identify on the chart those positions that may be performing more than one management function or co-utilized in the accomplishment of technical functions. For these positions, indicate the percentage of time to be spent performing each co-function(s).
4. If personnel are NOT utilized full time in a given function, provide the rationale for this approach and the percentage of time expended on the management effort and the other assigned duties.

c. Draft Transition/Start Up Plan. Provide a draft Transition/Start Up Plan containing timelines and clearly identifying the person(s) responsible for every task to be accomplished. See Section C-04 and Exhibit J-4.

d. Resumes. Provide a resume for the individual who will act as the Project Manager for this contract (refer to Section C-09). **The resume shall be submitted using Exhibit J-7** and clearly demonstrate that the individual meets the stated criteria. For each individual a list of references that can verify the individual's cited experience, performance and capabilities is required.

- e. Key Personnel. The following individual is designated as Key Personnel under this contract:

- Project Manager

Note 1: In addition to the key personnel set out specifically in paragraph (b) above, submit resumes and letters of intent for any individual(s) designated by your firm as "Key Personnel".

Note 2: The indicated levels of experience cited in Section C of this solicitation represent the minimum acceptable levels. Experience exceeding the minimum may be indicated.

Note 3: The qualifications of individuals identified as key personnel will be reviewed during quote evaluation and subsequently incorporated into the awarded contract. Consequently, these key personnel must be maintained during the term of the contract. After award, requests for substitution of such personnel must be submitted to the Contracting Officer's Technical Representative for review and approval. The qualifications of the individual(s) offered as a substitute must be similar to the experience and qualifications of the key personnel/individual previously incorporated into the awarded contract. In addition, an explanation of the necessity for the change shall accompany the request for substitution. No substitution shall be made without prior written approval by the Contracting Officer's Technical Representative. Note that no increase in salary rates will be allowed when personnel substitution is authorized.

#### **L-04 Price Quotation Requirements**

Price quotations will be evaluated to determine the reasonableness of the offeror's quote. Evaluation may include analysis to determine the offeror's comprehension of the requirements of the RFQ as well as to assess the validity of the offeror's approach. A price, which is found to be either unreasonably high or unrealistically low in relation to the proposed work, may result in the proposal receiving a lower rating. Price analysis will be performed by one or more of the following techniques to ensure a fair and reasonable price:

- Comparison of proposed prices received in response to the solicitation.
- Comparison of proposed prices with the independent Government estimate.
- Comparison of proposed prices with available historical information.

#### **L-05 Preparation of Quotation**

Offerors are required to submit their quote in two separate binders as delineated below. Each part must be fastened or bound together. Quotes shall be submitted typed (typing characters not smaller than 12 cpi) on non-reduced 8½ X 11 sheets with 1" margins on top, bottom, left and

right. Forms and charts, if any, shall be labeled and included at the end of each applicable technical factor. Information must be submitted on the Forms provided or in the identical format. No electronic deliverables will be accepted.

Binder #1 – Technical Offeror's shall submit an **Original and Five Copies**

Binder # 2 – Price Offeror's shall submit an Original and One Copy

Note: See Paragraph L-11 for a summary of submission requirements.

#### **L-06 Submission of Quotes**

Offerors shall submit their quote in sufficient time so that they are received at the following address **NO LATER THAN 17 September 2007 at 2:00 PM, local time:**

DHS/Federal Protective Service  
200 Chestnut Street  
Room 1302  
Philadelphia, PA 19106  
Attn: Cynthia Palmer, Contracting Group

Quotes received after the hour and date specified above, or any extension thereto, shall be considered late submissions and may not be considered for award. The Contracting Officer shall have the sole discretion whether to consider any late proposals.

#### **L-07 Insurance Requirement**

The coverage specified below, pursuant to FAR 28.207 reflects the minimum insurance required. The Contractor selected for award shall be required to submit satisfactory evidence of insurance prior to being permitted to commence work.

L-07.1 Liability insurance coverage, written on the comprehensive form of policy, is required in the amount of \$500,000 per occurrence for bodily injury and \$50,000 per occurrence for property damage. (See Section I, Clause 52.228-5, Insurance Work on a Government Installation). Automobile liability insurance, written on the comprehensive form of policy, is required in the amount of \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage.

Note: The clause "Insurance" requires that "**The United States of America, acting by and through the Federal Protective service**" be named as an additional insured for general liability.

L-07.2 Workers' Compensation and Employer's Liability

Contractors are required to comply with applicable Federal and State workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with a contractor's commercial operations that it would not be practical to require this coverage. Employer's liability coverage of at least \$100,000 shall be required, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.

L-07.3 General Liability

The contractor shall provide bodily injury liability insurance coverage written on the comprehensive form of policy of at least \$500,000 per occurrence and \$50,000 per occurrence for property damage.

L-07.4 Automobile Liability

The contractor shall provide automobile liability insurance written on the comprehensive form of policy. The policy shall provide for bodily injury and property damage liability covering the operation of all automobiles used in connection with performing the contract. Policies covering automobiles operated in the United States shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.

L-07.5 Hazardous Materials - Catastrophic Insurance - Occurrence Type Insurance

The Contractor shall carry occurrence insurance to cover claims involving the removal, transportation, and disposal of the asbestos and or PCB materials and contaminated removal equipment. The coverage shall be a minimum of \$1,000,000 per occurrence for all projects. This insurance coverage shall survive the period of performance of this contract and beyond until such time as is reasonable that a claim may arise out of the work that was performed, all materials and hardware so contaminated are satisfactorily placed in the ultimate disposal facility or incinerated and compliance with all legal and environmental requirements have been accomplished.

**NOTE:** Paragraph L-06.5 above applies only if asbestos and /or PCB materials are removed, transported or disposed of.

**L-08 FAR 52.216-1 Type of Contract. (APR 1984)**

It is the Government's intention to award an Indefinite Delivery/Indefinite Quantity (IDIQ) contract with fixed labor hourly rates.

**L-09 FAR 52.233-2 Service of Protest. (AUG 1996)**

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Federal Protective Service  
Attn: Andy Donahue  
701 Market Street, Suite 3200  
Philadelphia, PA 19106

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

**L-10 FAR 52.237-1 Site Visit. (APR 1984)**

Offerors or quoters are urged and expected to inspect the site where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event shall failure to inspect the site constitute grounds for a claim after contract award.

**L-11 Summary of Submission Requirements.**

The below checklists are provided to assist you in insuring that all required elements of your proposal are submitted. You are cautioned that the below is only a summary of items necessary for submittal with your proposal. It is imperative that you completely and thoroughly examine all elements of the Request for Proposals (RFP). Failure to comply and adequately respond to the full requirements of the RFP may adversely affect your ability to be selected for award.

**BINDER #1: SUBMISSION REQUIREMENTS SUMMARY**

ITEM REQUIRED	REMARKS	CHECK
Technical Criteria #1	Submit a maximum of six (6) reference contracts for evaluation that were actively on-going, or completed, during the time period January 2000 to the date established for receipt of the proposals. Provide the information as detailed in the technical criteria.	

	Submit the information described under this Technical Criteria for any proposed subcontractor(s). Clearly indicate in your narrative whether proposed subcontractors, if any, have a history of successful performance on prior project(s) with the prime contractor, where, when, etc.	
<b>Technical Criteria #2</b>	For each project submitted under Technical Criteria #1, the offeror shall submit the name, address and current telephone number of the agency/customer representative who can attest to the quality of the services provided.	
	Have the attached Past Performance Questionnaire (Exhibit J-10) completed by their references and forwarded directly to the Contracting Officer, Cynthia Palmer via email to <a href="mailto:cynthia.d.palmer@dhs.gov">cynthia.d.palmer@dhs.gov</a> or fax to (215) 717-8080 by the RFQ submission due date.	
<b>Technical Criteria #3</b>	The offeror shall provide information in narrative format covering plans for the management of the contract. The government is interested in your corporate approach to the various topics listed in Sec L- 03, Criteria #3: Management Structure and Personnel Qualifications.	
	Provide an Organizational Chart and Quality Control Plan.	
	Provide a realistic Transition/Start Up Plan.	
	Provide resume of Key Personnel .	

**BINDER #2: SUBMISSION REQUIREMENTS SUMMARY**

<b>ITEM REQUIRED</b>	<b>REMARKS</b>	<b>CHECK</b>
1. SF 33	Complete Blocks 14 through 18 of the <i>Solicitation, Offer, and Award</i> (Standard Form 33).	
2. Price Proposal	Submit Price Proposal Schedules (Section B)	
3. CCR Registration	Registration on the Central Contractor Registration (CCR) database	
4. Representations & Certifications	Completed Section K - <i>Representations, Certifications, and Other Statements of Bidders/Offerors</i> (not required if Online Representations and Certifications Application (ORCA) submitted electronically).	



## SECTION M EVALUATION CRITERIA FOR AWARD

### M-01 Clauses Incorporated by Reference (FEB 1998)

52.232-15 Progress Payments Not Included. (APR 1984)

### M-02 Basis of Award

a. It is the Government's intention to award one contract as a result of this solicitation to the responsible offeror(s) whose quote conforms to the RFQ and offers the overall best value to the government, price and technical criteria considered.

b. It is the government's intent to award the contract without discussions. Therefore, contractors should submit initial technical and price quotations that contain the contractor's most favorable terms. The Contracting Officer reserves the right to conduct negotiations with offerors, if it is later determined to be necessary.

### M-03 Total Evaluated Price

The total evaluated price shall consist of the sum of the Base period and all Option periods. The offeror is not required to provide pricing for "Travel" under Line Item(s) 0024, 0046, 1024, 1046, 2024, 2046, 3024, 3046, 4024 and 4046. These line items are "Not Separately Priced" and the offeror should refer to Section F- 03, "Government Required Travel" for details pertaining to reimbursement for travel expenses.

### M-04 Technical Criteria

Technical quotations shall be evaluated on the following three evaluation criteria. The three technical criteria are of equal importance and when combined, are approximately equal in importance to price.

- Criteria #1. Relevant Prior Experience
- Criteria #2. Quality of Past Performance
- Criteria #3. Management Structure and Personnel Qualifications

### M-05 Evaluation of Technical Criteria

The three technical criteria will be evaluated and a rating assigned to each criteria and to the overall proposal using the following adjectival ratings.

Outstanding (O): The Contractor meets and significantly exceeds the stated requirements of the solicitation in a way considered beneficial to the Government.



The Contractor has demonstrated that they are highly proficient, knowledgeable and experienced in meeting the requirements specified.

Good (G): The Contractor meets and exceeds the stated requirements of the solicitation in a way considered beneficial to the Government. The Contractor has demonstrated that they are proficient, knowledgeable and experienced in meeting the requirements specified.

Acceptable (A): The Contractor meets the stated requirements of the solicitation. The Contractor has demonstrated limited knowledge or experience in meeting the requirements specified.

Marginal (M): The Contractor has met the minimum requirements of the solicitation with some errors/deficiencies but not "many" as defined by the "Unacceptable" rating.

Unacceptable (U): Proposal has many deficiencies and/or gross omissions. The Offeror does not meet many of the requirements of the solicitation. The Contractor has little or no working knowledge of how to meet the requirements specified. (When applying this adjective to a proposal as a whole, the proposal must be so unacceptable in one or more areas that it would have to be significantly revised in order to attempt to make it other than unacceptable.)

Neutral (N): The contractor has no record of relevant past performance or for who past performance is not available, the contractor may not be evaluated favorably or unfavorably with respect to past performance. The ratings shall be characterized as "Neutral" in such circumstances.

**M-06 FAR 52.232-15 Progress Payments Not Included (APR 1984)**

A progress payments clause is not included in this Solicitation, and will not be added to the resulting contract at the time of award. Bids conditioned upon inclusion of a progress payment clause in the resulting contract will be rejected as non-responsive.

**M-07 FAR 52.217-5 Evaluation of Options (JUL 1990)**

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. 000001	3. EFFECTIVE DATE 09/06/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		x 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

- The subject solicitation is hereby amended to incorporate the following changes.
- The due date for submission of Quotations (Technical and Price) is hereby extended to Wednesday, September 19, 2007 at 2:00 P.M EST.
- The Pre-Proposal Conference was announced via email dated Wednesday, September 5, 2007 entitled " Pre-Proposal and Site Visit for Battlecreek Mega Center RFQ HSCEGI-07-Q-00016". The conference details are as follows:  
Date: Tuesday, September 11, 2007  
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)	
		Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSCEGI-07-Q-00016/000001

PAGE OF  
 2 2

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Location: Hart, Doyle Battlecreek FederalCenter 74 Washington Avenue Bldg. 1 (Vistor Parking Available) Battlecreek, MI Room: 2-1-24 Time: 10:00 A.M -12:00 P.M *** Site visit immediately following conference***  4. All questions previously submitted via email in connection with this solicitation will be answered via Amendment 00002. Any new questions/comments including the Pre-Proposal Conference and submitted via email after the conference will be answered and incorporated via amendment.				

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CONTRACT ID CODE

PAGE OF PAGES

1 2

AMENDMENT/MODIFICATION NO.

3. EFFECTIVE DATE

4. REQUISITION/PURCHASE REQ. NO.

5. PROJECT NO. (If applicable)

00001

09/06/2007

ISSUED BY

CODE

ICE/FPS/EACCG/ME

7. ADMINISTERED BY (If other than Item 6)

CODE

ICE/FPS/EACCG/ME

CE/FPS/East CCG/Mega Centers  
Immigration and Customs Enforcement  
Federal Protective Service  
Office of Acquisition Management  
200 Chestnut Street, Room 1302  
Philadelphia PA 19106

ICE/FPS/East CCG/Mega Centers  
Immigration and Customs Enforcement  
Office of Acquisition Management - FPS  
200 Chestnut Street, Room 1302  
Attn: Cynthia Palmer  
Philadelphia PA 19106

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

(x) 9A. AMENDMENT OF SOLICITATION NO.

HSCEGI-07-Q-00016

x 9B. DATED (SEE ITEM 11)

08/17/2007

10A. MODIFICATION OF CONTRACT/ORDER NO.

10B. DATED (SEE ITEM 11)

ODE

FACILITY CODE

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

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2. ACCOUNTING AND APPROPRIATION DATA (If required)

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

CHECK ONE

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

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)

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

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

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

The subject solicitation is hereby amended to incorporate the following changes.

The due date for submission of Quotations (Technical and Price) is hereby extended to Wednesday, September 19, 2007 at 2:00 P.M EST.

The Pre-Proposal Conference was announced via email dated Wednesday, September 5, 2007 entitled "Pre-Proposal and Site Visit for Battlecreek Mega Center RFQ HSCEGI-07-Q-00016". The conference details are as follows:

Date: Tuesday, September 11, 2007

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.

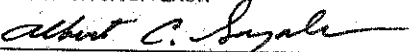
5A. NAME AND TITLE OF SIGNER (Type or print)

Albert C. Gonzales, President, Gonzales Consulting Services, Inc.

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Cynthia D. Palmer

5B. CONTRACTOR/OFFEROR

  
(Signature of person authorized to sign)

15C. DATE SIGNED

September 14, 2007

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of Contracting Officer)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   57
2. AMENDMENT/MODIFICATION NO. 000002	3. EFFECTIVE DATE 09/13/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(X) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
CODE	FACILITY CODE	11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS	

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12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
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	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
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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.)

Dispatch Operations for the Federal Protective Service Battle Creek Mega Center

Note: The due date for submission of quotes is still 19 September 2007 at 2:00 P.M EST.

The purpose of this amendment is to provide all offerors with the following information:

A. List of Pre-Proposal conference attendees held on September 11, 2007.

B. Questions and Answers recieved in connection with this solicitation that were submitted via email prior to the Pre-Proposal conference.

Note: Several of the questions/comments made at the Pre-Proposal conference are similar or 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) Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED

HSCEGI-07-Q-00016/000002

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2 57

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>a duplication of those previously submitted via email. Any subsequent questions not previously submitted via email but mentioned at the Pre-Proposal conference will be addressed in Amendment 000003.</p> <p>C. Attached revised solicitation document, Section B Pricing Schedule to incorporate Q &amp; A changes.</p> <p>D. A copy of the Pre-Proposal Conference power point presentation is provided to the offerors in attendance.</p> <p>E. A copy of the replacement contract language for Section C-28 Remote Alarm Programmer is hereby incorporated per Attachment II.</p> <p>F. Changes to the contract language regarding the implementation of the Homeland Security Presidential Directive (HSPD-12) security requirements will be incorporated by amendment 000003.</p> <p>G. The final date for submission of questions to the RFQ is 3:00 PM EST on Monday, September 17, 2007.</p>				

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 57
AMENDMENT/MODIFICATION NO. 00002	3. EFFECTIVE DATE 09/13/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
ISSUED BY CE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (if other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Office of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
ODE	FACILITY CODE		

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

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1. ACCOUNTING AND APPROPRIATION DATA (if required)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
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	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

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

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

Dispatch Operations for the Federal Protective Service Battle Creek Mega Center

Note: The due date for submission of quotes is still 19 September 2007 at 2:00 P.M EST.


The purpose of this amendment is to provide all offerors with the following information:

. List of Pre-Proposal conference attendees held on September 11, 2007.

. Questions and Answers received in connection with this solicitation that were submitted via email prior to the Pre-Proposal conference.

Note: Several of the questions/comments made at the Pre-Proposal conference are similar or 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.

5A. NAME AND TITLE OF SIGNER (Type or print) Albert C. Gonzales, President, Gonzales Consulting Services, Inc.	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer
5B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED September 14, 2007
16B. UNITED STATES OF AMERICA _____ (Signature of Contracting Officer)	16C. DATE SIGNED

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   1
2. AMENDMENT/MODIFICATION NO. 000003	3. EFFECTIVE DATE 09/13/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(X) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
CODE	FACILITY CODE	11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS	

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12. ACCOUNTING AND APPROPRIATION DATA (If required)

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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.)

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

1. The subject solicitation is hereby extended to Friday, September 21, 2007 at 2:00 PM EST.

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) Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID/CODE

PAGE OF PAGES

1 1

2. AMENDMENT/MODIFICATION NO. 000003		3. EFFECTIVE DATE 09/13/2007		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (if applicable)	
3. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106		CODE ICE/FPS/EACCG/ME		7. ADMINISTERED BY (if other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106		CODE ICE/FPS/EACCG/ME	
3. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)				<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016			
				<input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 08/17/2007			
				10A. MODIFICATION OF CONTRACT/ORDER NO.			
				10B. DATED (SEE ITEM 11)			
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 1 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 ACKNOWLEDGEMENT 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)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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)

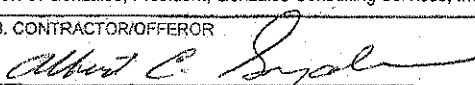
E. IMPORTANT: Contractor  is not.  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

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

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

1. The subject solicitation is hereby extended to Friday, September 21, 2007 at 2:00 PM EST.

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) Albert C. Gonzales, President, Gonzales Consulting Services, Inc.		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED September 17, 2007	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED

2. AMENDMENT/MODIFICATION NO. 000004	3. EFFECTIVE DATE 09/18/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6)	CODE ICE/FPS/EACCG/ME
ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106		ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016
	X	9B. DATED (SEE ITEM 11) 08/17/2007
		10A. MODIFICATION OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 11)
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 1 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 ACKNOWLEDGEMENT 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)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)  
Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

1. The due date for submission of quotes for this solicitation remains Friday, September 21, 2007 by 2:00 PM.
2. The subject solicitation hereby incorporates the latest Wage Determination No.: 2005-2277, Revision No.:4, Date of Revision: 08/14/2007. (Refer to Attachment entitled "Battle Creek RFQ Latest Wage Determination")
3. The following historical pricing data is hereby provided for informational purposes:

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) Cynthia D. Palmer		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Alarm System Support Desk Service				
	Position			Hourly Rate	
	Service Technician			\$44.01	
	System Administrator			\$48.51	
	Project Manager			\$69.02	
	*Temporary Additional Service (TAS)				
	Special Additional Service (SAS)				
	TAS/SAS Service Technician			\$65.24	
	TAS/ SAS System Administrator			\$71.50	
	TAS / SAS Project Manager			\$69.02	
	Battle Creek Mega Center - Basic Services				
	Position			Hourly Rate	
	- Non- supervisory Alarm Monitor and Dispatcher			\$29.80	
	- Supervisory Alarm Monitor and Dispatcher			\$30.48	
	- Key/ Data Entry Clerk II			\$20.94	
	- Instructor / Training Coordinator			\$34.77	
	*Temporary Additional Service (TAS) Special Additional Service (TAS/ SAS)				
	- (TAS/SAS) Non- Supervisory Alarm Monitor			\$31.40	
	- (TAS/SAS) Supervisory Alarm Monitor and Alarm Monitor and Dispatcher			\$ 33.72	
	- (TAS/ SAS) Key / Data Entry Clerk II			\$22.04	
	- (TAS/ SAS) Instructor/ Training Coordinator			\$34.88	
	4. The Administrative Assistant position is a required position at the start of the contract. Offerors should provide an hourly rate for this position.				
	Note: The CO will correct the Line Item for this position on PART I Schedule - Section B Pricing.				
	5. The following corrections are hereby incorporated to the number of hours listed in PART 1, Schedule- Section B for the Line Items listed below:				
	- Line Item No. 4011, Remote Alarm Programmers: Correct number of hours to 6,000 hours.				
	- Line Item No. 4017, Alarm Technicians: Correct number of hours to 2,000 hours.				
	Continued ...				

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSCGI-07-Q-00016/000004

PAGE OF  
 3 12

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Note: The CO will correct any formula errors to the Excel Spreadsheet , Part 1, Schedule - Section B that was previously provided.</p> <p>6. Any relevant questions not addressed in this amendment that were received subsequent to the Pre- Proposal conference and as of the cut off date for submission of questions Monday, September 17, 2007, will be answered in a subsequent " Best and Final Offer" amendment.</p>				

WD 05-2277 (Rev.-4) was first posted on www.wdol.gov on 08/21/2007

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REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor	U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210
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William W. Gross Director	Division of Wage Determinations	Wage Determination No.: 2005-2277 Revision No.: 4 Date Of Revision: 08/14/2007
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State: Michigan

Area: Michigan Counties of Barry, Berrien, Branch, Calhoun, Cass, Eaton, Hillsdale, Ingham, Ionia, Jackson, Kalamazoo, Saint Joseph, Van Buren

\*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support And Clerical Occupations	
01011 - Accounting Clerk I	13.30
01012 - Accounting Clerk II	14.93
01013 - Accounting Clerk III	17.42
01020 - Administrative Assistant	19.59
01040 - Court Reporter	16.90
01051 - Data Entry Operator I	11.73
01052 - Data Entry Operator II	13.57
01060 - Dispatcher, Motor Vehicle	16.90
01070 - Document Preparation Clerk	13.01
01090 - Duplicating Machine Operator	11.94
01111 - General Clerk I	10.99
01112 - General Clerk II	11.95
01113 - General Clerk III	13.26
01120 - Housing Referral Assistant	17.96
01141 - Messenger Courier	10.01
01191 - Order Clerk I	12.03
01192 - Order Clerk II	13.13
01261 - Personnel Assistant (Employment) I	13.94
01262 - Personnel Assistant (Employment) II	15.59
01263 - Personnel Assistant (Employment) III	17.84
01270 - Production Control Clerk	18.68
01280 - Receptionist	11.69
01290 - Rental Clerk	13.40
01300 - Scheduler, Maintenance	14.40
01311 - Secretary I	14.40
01312 - Secretary II	16.11
01313 - Secretary III	17.96
01320 - Service Order Dispatcher	14.76
01410 - Supply Technician	19.59
01420 - Survey Worker	16.90
01531 - Travel Clerk I	11.81
01532 - Travel Clerk II	12.82
01533 - Travel Clerk III	13.89
01611 - Word Processor I	12.95
01612 - Word Processor II	14.53
01613 - Word Processor III	16.90
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	22.06
05010 - Automotive Electrician	21.05
05040 - Automotive Glass Installer	20.05

05070 - Automotive Worker	20.05
05110 - Mobile Equipment Servicer	18.05
05130 - Motor Equipment Metal Mechanic	22.06
05160 - Motor Equipment Metal Worker	20.05
05190 - Motor Vehicle Mechanic	22.06
05220 - Motor Vehicle Mechanic Helper	17.04
05250 - Motor Vehicle Upholstery Worker	19.05
05280 - Motor Vehicle Wrecker	20.05
05310 - Painter, Automotive	21.05
05340 - Radiator Repair Specialist	20.05
05370 - Tire Repairer	16.02
05400 - Transmission Repair Specialist	22.06
07000 - Food Preparation And Service Occupations	
07010 - Baker	16.06
07041 - Cook I	14.80
07042 - Cook II	16.06
07070 - Dishwasher	12.21
07130 - Food Service Worker	12.21
07210 - Meat Cutter	16.06
07260 - Waiter/Waitress	12.84
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	18.75
09040 - Furniture Handler	14.44
09080 - Furniture Refinisher	18.75
09090 - Furniture Refinisher Helper	15.89
09110 - Furniture Repairer, Minor	17.33
09130 - Upholsterer	18.75
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	12.21
11060 - Elevator Operator	12.21
11090 - Gardener	14.80
11122 - Housekeeping Aide	12.21
11150 - Janitor	12.21
11210 - Laborer, Grounds Maintenance	12.84
11240 - Maid or Houseman	11.47
11260 - Pruner	13.43
11270 - Tractor Operator	14.15
11330 - Trail Maintenance Worker	12.84
11360 - Window Cleaner	12.84
12000 - Health Occupations	
12010 - Ambulance Driver	15.24
12011 - Breath Alcohol Technician	15.98
12012 - Certified Occupational Therapist Assistant	18.72
12015 - Certified Physical Therapist Assistant	18.72
12020 - Dental Assistant	13.67
12025 - Dental Hygienist	24.94
12030 - EKG Technician	23.39
12035 - Electroneurodiagnostic Technologist	23.39
12040 - Emergency Medical Technician	15.24
12071 - Licensed Practical Nurse I	14.24
12072 - Licensed Practical Nurse II	15.98
12073 - Licensed Practical Nurse III	17.87
12100 - Medical Assistant	13.19
12130 - Medical Laboratory Technician	18.11
12160 - Medical Record Clerk	12.15
12190 - Medical Record Technician	13.60
12195 - Medical Transcriptionist	13.94
12210 - Nuclear Medicine Technologist	32.84
12221 - Nursing Assistant I	9.25
12222 - Nursing Assistant II	10.44
12223 - Nursing Assistant III	11.33
12224 - Nursing Assistant IV	12.46
12235 - Optical Dispenser	13.00
12236 - Optical Technician	14.04
12250 - Pharmacy Technician	14.80

12280 - Phlebotomist	14.51
12305 - Radiologic Technologist	22.03
12311 - Registered Nurse I	23.36
12312 - Registered Nurse II	27.52
12313 - Registered Nurse II, Specialist	27.52
12314 - Registered Nurse III	28.73
12315 - Registered Nurse III, Anesthetist	28.73
12316 - Registered Nurse IV	32.56
12317 - Scheduler (Drug and Alcohol Testing)	18.51
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	17.01
13012 - Exhibits Specialist II	21.08
13013 - Exhibits Specialist III	25.76
13041 - Illustrator I	17.01
13042 - Illustrator II	21.08
13043 - Illustrator III	25.76
13047 - Librarian	23.80
13050 - Library Aide/Clerk	13.54
13054 - Library Information Technology Systems Administrator	21.08
13058 - Library Technician	13.32
13061 - Media Specialist I	15.20
13062 - Media Specialist II	17.00
13063 - Media Specialist III	18.95
13071 - Photographer I	14.64
13072 - Photographer II	17.05
13073 - Photographer III	19.81
13074 - Photographer IV	23.58
13075 - Photographer V	28.31
13110 - Video Teleconference Technician	15.20
14000 - Information Technology Occupations	
14041 - Computer Operator I	14.14
14042 - Computer Operator II	15.90
14043 - Computer Operator III	18.96
14044 - Computer Operator IV	21.05
14045 - Computer Operator V	23.37
14071 - Computer Programmer I (1)	17.89
14072 - Computer Programmer II (1)	22.16
14073 - Computer Programmer III (1)	26.98
14074 - Computer Programmer IV (1)	27.62
14101 - Computer Systems Analyst I (1)	25.83
14102 - Computer Systems Analyst II (1)	27.62
14103 - Computer Systems Analyst III (1)	27.62
14150 - Peripheral Equipment Operator	14.14
14160 - Personal Computer Support Technician	21.05
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	24.33
15020 - Aircrew Training Devices Instructor (Rated)	29.44
15030 - Air Crew Training Devices Instructor (Pilot)	32.38
15050 - Computer Based Training Specialist / Instructor	24.93
15060 - Educational Technologist	28.38
15070 - Flight Instructor (Pilot)	32.38
15080 - Graphic Artist	19.32
15090 - Technical Instructor	20.38
15095 - Technical Instructor/Course Developer	24.93
15110 - Test Proctor	18.15
15120 - Tutor	18.15
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.14
16030 - Counter Attendant	9.14
16040 - Dry Cleaner	12.21
16070 - Finisher, Flatwork, Machine	9.14
16090 - Presser, Hand	9.14
16110 - Presser, Machine, Drycleaning	9.14
16130 - Presser, Machine, Shirts	9.14
16160 - Presser, Machine, Wearing Apparel, Laundry	9.14

16190 - Sewing Machine Operator	13.30
16220 - Tailor	14.35
16250 - Washer, Machine	10.20
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.10
19040 - Tool And Die Maker	24.31
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	14.57
21030 - Material Coordinator	18.68
21040 - Material Expediter	18.68
21050 - Material Handling Laborer	13.53
21071 - Order Filler	13.87
21080 - Production Line Worker (Food Processing)	20.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	13.67
21140 - Store Worker I	13.11
21150 - Stock Clerk	16.13
21210 - Tools And Parts Attendant	17.80
21410 - Warehouse Specialist	19.79
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	22.42
23021 - Aircraft Mechanic I	21.45
23022 - Aircraft Mechanic II	22.42
23023 - Aircraft Mechanic III	23.42
23040 - Aircraft Mechanic Helper	17.47
23050 - Aircraft, Painter	20.87
23060 - Aircraft Servicer	19.05
23080 - Aircraft Worker	19.84
23110 - Appliance Mechanic	20.19
23120 - Bicycle Repairer	16.02
23125 - Cable Splicer	25.81
23130 - Carpenter, Maintenance	20.63
23140 - Carpet Layer	21.61
23160 - Electrician, Maintenance	24.18
23181 - Electronics Technician Maintenance I	20.79
23182 - Electronics Technician Maintenance II	21.60
23183 - Electronics Technician Maintenance III	22.48
23260 - Fabric Worker	18.96
23290 - Fire Alarm System Mechanic	21.96
23310 - Fire Extinguisher Repairer	17.96
23311 - Fuel Distribution System Mechanic	24.15
23312 - Fuel Distribution System Operator	19.75
23370 - General Maintenance Worker	18.04
23380 - Ground Support Equipment Mechanic	21.45
23381 - Ground Support Equipment Servicer	19.05
23382 - Ground Support Equipment Worker	19.84
23391 - Gunsmith I	17.96
23392 - Gunsmith II	19.96
23393 - Gunsmith III	21.96
23410 - Heating, Ventilation And Air-Conditioning Mechanic	25.58
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	
26.74	
23430 - Heavy Equipment Mechanic	21.01
23440 - Heavy Equipment Operator	21.33
23460 - Instrument Mechanic	21.96
23465 - Laboratory/Shelter Mechanic	20.96
23470 - Laborer	13.45
23510 - Locksmith	20.96
23530 - Machinery Maintenance Mechanic	23.17
23550 - Machinist, Maintenance	19.63
23580 - Maintenance Trades Helper	15.89
23591 - Metrology Technician I	21.96
23592 - Metrology Technician II	22.96
23593 - Metrology Technician III	23.97
23640 - Millwright	29.28



23710 - Office Appliance Repairer	20.96
23760 - Painter, Maintenance	18.75
23790 - Pipefitter, Maintenance	24.46
23810 - Plumber, Maintenance	20.91
23820 - Pneudraulic Systems Mechanic	21.96
23850 - Rigger	21.96
23870 - Scale Mechanic	19.96
23890 - Sheet-Metal Worker, Maintenance	24.19
23910 - Small Engine Mechanic	18.04
23931 - Telecommunications Mechanic I	23.24
23932 - Telecommunications Mechanic II	24.04
23950 - Telephone Lineman	23.24
23960 - Welder, Combination, Maintenance	19.51
23965 - Well Driller	21.96
23970 - Woodcraft Worker	21.96
23980 - Woodworker	17.17
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	10.54
24580 - Child Care Center Clerk	13.14
24610 - Chore Aide	11.47
24620 - Family Readiness And Support Services Coordinator	12.97
24630 - Homemaker	14.59
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	24.39
25040 - Sewage Plant Operator	19.34
25070 - Stationary Engineer	24.39
25190 - Ventilation Equipment Tender	17.97
25210 - Water Treatment Plant Operator	19.34
27000 - Protective Service Occupations	
27004 - Alarm Monitor	18.84
27007 - Baggage Inspector	11.32
27008 - Corrections Officer	20.78
27010 - Court Security Officer	20.94
27030 - Detection Dog Handler	15.79
27040 - Detention Officer	20.78
27070 - Firefighter	17.65
27101 - Guard I	11.32
27102 - Guard II	15.79
27131 - Police Officer I	24.23
27132 - Police Officer II	26.44
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	15.15
28042 - Carnival Equipment Repairer	15.81
28043 - Carnival Equipment Worker	13.47
28210 - Gate Attendant/Gate Tender	12.36
28310 - Lifeguard	11.01
28350 - Park Attendant (Aide)	13.83
28510 - Recreation Aide/Health Facility Attendant	10.09
28515 - Recreation Specialist	16.05
28630 - Sports Official	11.01
28690 - Swimming Pool Operator	20.18
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	22.47
29020 - Hatch Tender	22.47
29030 - Line Handler	22.47
29041 - Stevedore I	21.58
29042 - Stevedore II	23.36
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (2)	32.97
30011 - Air Traffic Control Specialist, Station (HFO) (2)	22.73
30012 - Air Traffic Control Specialist, Terminal (HFO) (2)	25.03
30021 - Archeological Technician I	15.09
30022 - Archeological Technician II	16.89
30023 - Archeological Technician III	19.01
30030 - Cartographic Technician	22.58

30040 - Civil Engineering Technician	19.16	
30061 - Drafter/CAD Operator I	16.30	
30062 - Drafter/CAD Operator II	18.22	
30063 - Drafter/CAD Operator III	20.31	
30064 - Drafter/CAD Operator IV	22.95	
30081 - Engineering Technician I	14.69	
30082 - Engineering Technician II	16.32	
30083 - Engineering Technician III	19.13	
30084 - Engineering Technician IV	21.51	
30085 - Engineering Technician V	24.48	
30086 - Engineering Technician VI	29.62	
30090 - Environmental Technician	20.03	
30210 - Laboratory Technician	20.31	
30240 - Mathematical Technician	21.51	
30361 - Paralegal/Legal Assistant I	16.85	
30362 - Paralegal/Legal Assistant II	19.63	
30363 - Paralegal/Legal Assistant III	24.01	
30364 - Paralegal/Legal Assistant IV	29.05	
30390 - Photo-Optics Technician	22.58	
30461 - Technical Writer II		18.29
30462 - Technical Writer II	22.36	
30463 - Technical Writer III	27.06	
30491 - Unexploded Ordnance (UXO) Technician I	20.95	
30492 - Unexploded Ordnance (UXO) Technician II	25.35	
30493 - Unexploded Ordnance (UXO) Technician III	30.39	
30494 - Unexploded (UXO) Safety Escort	20.95	
30495 - Unexploded (UXO) Sweep Personnel	20.95	
30620 - Weather Observer, Combined Upper Air Or Surface Programs (2)	18.48	
30621 - Weather Observer, Senior (2)	21.91	
31000 - Transportation/Mobile Equipment Operation Occupations		
31020 - Bus Aide	10.80	
31030 - Bus Driver	13.69	
31043 - Driver Courier	14.23	
31260 - Parking and Lot Attendant	11.95	
31290 - Shuttle Bus Driver	14.67	
31310 - Taxi Driver	13.81	
31361 - Truckdriver, Light	14.67	
31362 - Truckdriver, Medium	15.34	
31363 - Truckdriver, Heavy	17.68	
31364 - Truckdriver, Tractor-Trailer	20.33	
99000 - Miscellaneous Occupations		
99030 - Cashier	8.60	
99050 - Desk Clerk	10.54	
99095 - Embalmer	20.95	
99251 - Laboratory Animal Caretaker I	13.39	
99252 - Laboratory Animal Caretaker III		14.18
99310 - Mortician	26.48	
99410 - Pest Controller	15.40	
99510 - Photofinishing Worker	11.01	
99710 - Recycling Laborer	17.05	
99711 - Recycling Specialist	18.44	
99730 - Refuse Collector	15.91	
99810 - Sales Clerk	10.08	
99820 - School Crossing Guard	12.21	
99830 - Survey Party Chief	18.03	
99831 - Surveying Aide	9.46	
99832 - Surveying Technician	14.48	
99840 - Vending Machine Attendant	15.28	
99841 - Vending Machine Repairer	19.21	
99842 - Vending Machine Repairer Helper	15.28	

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

<http://www.wdol.gov/wdol/scafiles/std/05-2277.txt>

9/16/2007

HEALTH & WELFARE: \$3.16 per hour or \$126.40 per week or \$547.73 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, 4 after 15 years, and 5 after 25 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of eleven paid holidays per year: New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

#### Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation) and computes a proposed rate).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process

the request.

- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

PAGE OF PAGES

AMENDMENT/MODIFICATION NO. 000004	3. EFFECTIVE DATE 09/18/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable) 1 12
ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (if other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		x 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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.

2. ACCOUNTING AND APPROPRIATION DATA (if required)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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)

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

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

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

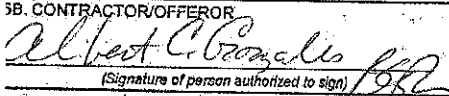
The due date for submission of quotes for this solicitation remains Friday, September 21, 2007 by 2:00 PM.

The subject solicitation hereby incorporates the latest Wage Determination No.: 005-2277, Revision No.:4, Date of Revision: 08/14/2007. (Refer to Attachment entitled "Battle Creek RFQ Latest Wage Determination")

The following historical pricing data is hereby provided for informational purposes:

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.

5A. NAME AND TITLE OF SIGNER (Type or print) Albert C. Gonzales, President, Gonzales Consulting Services, Inc.	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer
5B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA
15C. DATE SIGNED September 19, 2007	16C. DATE SIGNED
	(Signature of Contracting Officer)

SN 7540-01-452-8070  
previous edition unusable.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   9
2. AMENDMENT/MODIFICATION NO. 000005	3. EFFECTIVE DATE 09/19/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

1. This amendment concludes all further questions / clarifications pertaining to the subject RFQ.

2. The following list of changes are hereby incorporated:

**LIST OF CHANGES:**

(a) Section C-13.1.2 Journeymen - Level Two, Item h. is revised as follows:

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) Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>h. Must have successfully completed all training requirements and performed at Level One classification for at a maximum of 120 days.</p> <p>(b) Contract language for RFQ Section B-05 Definitions Change is hereby replaced by Attachment (1). Note:Includes clarification of Emergency Services.</p> <p>(c) Contract language for RFQ Section C-09.2 Lead Alarm Remote Programmer (Help Desk) is hereby replaced by Attachment (2).</p> <p>(d) Contract language for RFQ Section C-22 System Administrator is hereby replaced by Attachment(3).</p> <p>3. Amendment 000004 date 9/18/2007 - Item 4. Inadvertently states that the "Administrator Assistant" position is required at the start of the contract performance.</p> <p>- PART I SCHEDULE - SECTION B - The Administrator Assistant position is "NOT REQUIRED" at the start of the contract performance and will not be included in the "guaranteed minimum" for the Line Items funded through September 30, 2008 for the Base Period.</p> <p>- PART I SCHEDULE - SECTION B - As a result of this amendment, the "Administrator Assistant" position will remain under Line Item 0016 (Base Period) and Line Items:1016, 2016, 3016 and 4016 as a Line Item that "may be authorized and funded on an " as needed" basis at a future date at the discretion of the government by a separate task order or modification.</p> <p>- Offerors are still required to provide a fixed labor hourly rate for this position.</p> <p>- PART I SCHEDULE - SECTION B - (Base Period) The "guaranteed minimum" for this contract is Line Items 0001 - 0011.</p> <p>4. Under the Office of Professional Responsibility, Personnel, Personnel Security Unit (OPR-PSU) new security procedures, contractors will be required to submit security forms Standard Forms 86 "Questionnaire for Continued ...</p>				



**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSCEGI-07-Q-00016/000005

PAGE OF  
 3 9

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	National Security Positions, or " Standard Form 85 P, "Questionnaire for Public Trust Positions" via e-QIP ( Electronics Questionnaires for Investigation Processing). Specific instructions will be provided upon award of the contract.				

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000005**

## **ATTACHMENT (1)**

**The contract language listed below replaces the current Section B-05  
Definitions Change of the RFQ pages 9 & 10.**

### **B-05 Definitions change**

a. Basic Services – Basic services are the permanent ongoing services specifically included in the contract at time of award or added through modification.

b. Emergency Services - During the term of the contract, the Government may have requirements for emergency services beyond the basic requirements. Due to the nature of these services, the Contractor may be required to provide them with little, or no, advance notice. In such circumstances, the Contractor shall be compensated using the Indefinite Quantity Work, hourly Emergency Services Rates. Emergency services rates shall be submitted for all positions on the Indefinite Quantity Work Schedule contained in the Bid Schedule. Examples of emergency service include, but are not limited to, the following:

- An emergency incident occurs at the end of an operators shift that is so serious in its nature that it requires the operator to work over to finish handling the incident without having to hand the issue over to another operator. The COTR is notified by the supervisor(s) on duty that the operator will need to hold over and the COTR approves.
- Any services needed for “Fail Over” from one Center to the “sister Center”. “Fail over” situations occur when a MegaCenter cannot perform its’ mission. This may be the result of any number of events, e.g. total power failure. During a “Fail Over” period, the mission of the Center is automatically assumed by its sister Center. That is, should the Battle Creek MegaCenter fail, it’s mission shall be assumed by the Suitland MegaCenter until such time as the Battle Creek Center is back on-line and fully functioning and visa versa.
- The government may test the backup redundancies incorporated into the MegaCenter program during the performance period of this contract. Such testing may require the Battle Creek MegaCenter to cease operations in part, or in whole, during a simulated "fail-over" scenario. The testing may last for a period of up to two consecutive weeks. If this testing is planned for with 72 hours advance notice, the hours of service will be paid at the normal rate. If this testing is not planned for with 72 hours advance notice and it requires additional emergency services, those additional hours of service shall be paid at the emergency services rate. The hours that were scheduled with 72 hours notice will be paid at the normal productive rates.

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000005**

- The Contracting Officer's Technical Representative shall provide the Contractor 3 calendar days or (72 hours of advance notice) prior to any testing. During the testing period, the Contractor shall only be reimbursed at the emergency services rate for the additional emergency services operator and/or supervisory hours actually worked within the MegaCenter, if any, during the "testing period."
- The Government may require Temporary Additional Services/ Special Additional Services (TAS/SAS) or emergency services under circumstances allowing for less than 72 hours advance notice and does not exceed 10 calendar days in duration.
- Additional services that are ordered with more than 72 hours notice or exceed 10 calendar days shall be invoiced at the regular labor hour contract-billing rate. For example, if a contractor receives 48 hours notice that 2 positions must be filled for a period of 30 calendar days, the first calendar days will be billed at the Indefinite Quantity (IQ) emergency rate and the next 29 calendar days shall be billed at the regular labor hour contract billing rate.

c. This emergency service provision is intended to satisfy the Government's short term, non-recurring needs for service. Should a continuing need for additional service arise, a contract modification will be issued.

**Solicitation : HSCEGI-07-Q-00016**

**Amendment : 000005**

**ATTACHMENT (2)**

**The contract language listed below replaces the previous contract language provided per Amendment 000002 dated 9/13/2007.**

**C-09.2      Lead Alarm Remote Programmer (Help Desk)**

a. Objective

The objective is to provide project management for the Help Desk, which includes coordination support on new system installations throughout the three regions the Battle Creek MegaCenter services. The support will include complete project management on assigned projects. The intent of this support is to provide Federal Protective Service with a support equivalent to one full time Project Manager to manage the coordination between DHS/FPS, GSA, client agencies, Megacenter and any other interested party concerning all new installations that have to be integrated into the Megacenter.

b. Duties

1. Prior to the absence or unavailability of the contractor's Project Manager, a Lead Alarm Remote Programmer, full-time or part-time upper-level manager shall be identified and provided by the contractor. This Lead Alarm Remote Programmer shall have the same contract management responsibilities, duties, authority and access as the primary Project Manager, whenever the primary Project Manager is absent or unavailable.
2. The contractor shall have a minimum of one Lead Remote Programmer.
3. The Lead Alarm Remote Programmer shall not perform dispatch supervisor duties and Lead Alarm Remote Programmer duties during the same tour of duty.
- \* 4. The Contractor shall submit to the Contracting Officer a resume clearly detailing the individual's qualifications and demonstrating that the proposed Lead Alarm Remote Programmer (LARP) meets the minimum requirements listed in this section. Replacement LARPs shall possess qualifications equal to or higher than those of the individuals originally proposed by the Contractor and accepted by the Government.
5. Create maintain, update, submit for government review and approval technical SOP's related to the helpdesk function.

**Solicitation : HSCEGI-07-Q-00016**

**Amendment : 000005**

b. Qualifications

The qualifications for the Lead Alarm Remote Programmer shall meet or exceed all qualifications that are required for the position.

1. Contractor personnel assigned to this task must have three years prior experience relating to this task in the alarm industry for design, service, CAD, and project management. Employee must have a good working knowledge of ALL the aspects of this contract.
2. Understanding and knowledge of how an Intrusion detection system works.
3. Prior management experience in technical support operations in an Alarm call center operation.

c. Reports

\* Provide electronic and one hard copy of all monthly reports, on all service work for the previous month, by 5:00 p.m., the second federal workday of the month following the performance month. Contracting Officer or Contracting Officer's Representative shall determine when a project is complete and shall be removed from the project report.

**Note: \* Change**

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000005**

### **ATTACHMENT (3)**

The contract language listed below replaces the current Section C-22 System Administrator of the RFQ pages 58 and 59.

C-22 System Administrator

a. Duties.

1. Performs a wide range of computer related duties, including installing, maintaining, troubleshooting, and specifying computer and network hardware and software.
2. Responsible for installing, configuring and maintaining Windows workstations and servers. Administers, installs, maintains, troubleshoots, and upgrades windows workstations and server hardware and software. Monitors and optimizes the system to achieve optimum level of performance. Ensures data integrity of Windows workstations/servers by evaluating, implementing and managing appropriate software and hardware solutions. Ensures data recoverability by implementing a robust methodology for performing system backups and database archive operations.
3. SQL Databases Administration: Administers, installs, maintains, troubleshoots, and upgrades databases, that may reside on servers, such as Microsoft SQL Server 2000, stand alone, such as Microsoft Access, or web-accessed databases.
4. Network Systems Administration: Administers, installs, maintains, troubleshoots, and upgrades network infrastructure components, including hubs, routers, and firewalls.
- \* 5. Shall regularly assess the current IT state, as well as the development and operation of systems, to identify factors such as interoperability, cost efficiency, security, and trends which may affect the operating elements within FPS.
- \* 6. Serves as a technical expert in the area of local and wide area networks, systems administration of network operating systems, systems security and other network-based applications.
- \* 7. Applies network and information technology (IT) architecture sufficient to manage the design of network architectures, including evaluating and defining infrastructure requirements, selecting hardware and software components, coordinating network implementation planning and

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000005**

overseeing testing and implementation of information technology systems that are critical to the success of the Federal Protective Service, Department of Homeland Security.

\* 8. Conducts technical evaluation studies to support analysis of specific issues relating to the application of information technology; conducts technical evaluation studies in the selection and proper application of emerging computer technologies.

**b. Qualifications – Systems Administrator**

1. Candidates shall have two years previous experience as an administrator on Window 2000/2003; Active Directory; SQL server 2000; networking technologies including IP, FTP, WEB, SMTP, and firewalls; Windows XP, Systems administrator desktop and server and network.

2. In addition to two years experience requirement the System Administrator shall possess the following:

- 4-year degree in Computer Science or related field, preferred.
- Familiar with UNIX systems internals as well as Oracle.
- Working knowledge of SQL relational database management systems.
- Experience designing relational objects such as: tables, stored procedures, triggers and DTS (Data transformation services) packages.
- Extensive experience with SQL utilities, backup procedures and recovery process, Query Analyzer, profiler.
- Knowledge of the Microsoft 2000 and NT operating systems.
- T-SQL script programming experience.
- 3+ years SQL experience on a Microsoft platform.
- Familiar with database design concepts.
- Familiar with Microsoft Access and Crystal Reports.

\* Change

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1   9
AMENDMENT/MODIFICATION NO. 00005	3. EFFECTIVE DATE 09/19/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (if other than item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Office of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
ODE	FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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ACCOUNTING AND APPROPRIATION DATA (if required)

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	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

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

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

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

This amendment concludes all further questions / clarifications pertaining to the subject RFQ.

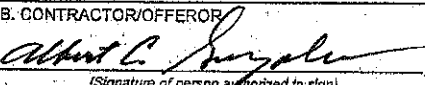
The following list of changes are hereby incorporated:

LIST OF CHANGES:

a) Section C-13.1.2 Journeymen - Level Two, Item h. is revised as follows:

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.

14A. NAME AND TITLE OF SIGNER (Type or print) Albert C. Gonzales, President, Gonzales Consulting Services, Inc.	14A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer
14B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	14C. DATE SIGNED September 20, 2007
	14B. UNITED STATES OF AMERICA
	14C. DATE SIGNED

SN 7540-01-152-8070  
Previous edition unusable

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



AMENDMENT OF SOLICITATION/MODIFICATION CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. 000006	3. EFFECTIVE DATE 10/11/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/EACCG/ME ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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)

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

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)

Dispatch Operations for the Federal Protective Service Battlecreek Mega Center

The purpose of this amendment is to incorporate the following:

(1) Section B-02 Contract Type- The first sentence is corrected to read as follows: The Government contemplates issuance of a Firm-Fixed Price Blanket Purchase Agreement against the GSA Schedule contract.

(2) Clarification is provided regarding the Administrative Assistant position which is not required for contract set up. This position is in place to support the Mega Center Manager.

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) Cynthia D. Palmer		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSCEGI-07-Q-00000/000006

PAGE OF  
 2 2

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>(3) Section L-03 Technical Evaluation Criteria - Under Criteria # 3: Management Structure and Personnel Qualifications, e. Key Personnel - The Lead Alarm Remote Programmer (Help Desk) is hereby added. Offerors are required to submit the resume for this individual along with their acknowledgement of this amendment.</p>				



**1. Amendment 00006**

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES	
			1	2
2. AMENDMENT/MODIFICATION NO. 000006	3. EFFECTIVE DATE 10/11/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6)	CODE ICE/FPS/EACCG/ME	
8. NAME AND ADDRESS OF CONTRACTOR (Use Street, Apt. No., Suite and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016		
		9B. DATED (SEE ITEM 11) 08/17/2007		
		10A. MODIFICATION OF CONTRACT/ORDER NO.		
		10B. DATED (SEE ITEM 11)		
CODE	FACILITY CODE			
13. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> 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 9 and 15, and returning <u>1</u> 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 ACKNOWLEDGEMENT 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 its amendment, and is marked with the original hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.			
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
	D. OTHER (Specify type of modification and authority)			
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCP section headings, including solicitation/contract subject matter where feasible.)				
Dispatch Operations for the Federal Protective Service Battlbrook Mega Center				
The purpose of this amendment is to incorporate the following:				
(1) Section B-02 Contract Type- The first sentence is corrected to read as follows: The Government contemplates issuance of a Firm-Fixed Price Blanket Purchase Agreement against the GSA Schedule contract.				
(2) Clarification is provided regarding the Administrative Assistant position which is not required for contract set up. This position is in place to support the Mega Center Manager.				
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) Albert C. Gonzales, President, Gonzales Consulting Services, Inc.		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer		
15B. CONTRACTOR/OFFEROR 	15C. DATE SIGNED October 15 2007	16B. UNITED STATES OF AMERICA 	16C. DATE SIGNED	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.2-3		



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   3
2. AMENDMENT/MODIFICATION NO. 000007	3. EFFECTIVE DATE 10/16/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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)

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

<b>CHECK ONE</b>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)

Dispatch Operations for the Federal Protective Service Battle Creek Mega Center

The purpose of this amendment is to remove references in the RFQ to "Indefinite Delivery/Indefinite Quantity" (IDIQ) and incorporate replacement information w/Blanket Purchase Agreement (BPA) terms. (See Attachment (1) for details)

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)	
		Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	

**SOLICITATION: HSCEGI-07-Q-00016**

**Amendment 0000007**

**Dated 10/16/2007**

**ATTACHMENT (1)**

- 1. Cover Page – Paragraph (1): The following contract language hereby replaces the language listed in paragraph (1) of the cover page.**

*This procurement is offered on a competitive basis and is restricted to firms as of the quote due date listed on the GSA Federal Supply Service (FSS) Multiple Award Schedule (MAS, Schedule 84, SIN 246-54.*

**2. Section B-02 – Contract Type**

- (a) Paragraph (1) was corrected per Amendment 000006 dated October 11, 2007
- (b) The following contract language hereby replaces the language listed in Section B-02, Contract Type under paragraph (2) of the RFQ.

*Funding for this work will be provided by BPA calls. Funding for Option periods, if exercised, shall be provided by separate BPA calls and will reflect the BPA requirements of the FPS at the time of award.*

**3. F-05 Ordering Services (Basic and Emergency Services)**

The following contract language hereby replaces the language listed under Section F-05, Ordering Services of the RFQ.

*The ordering period for the resulting BPA will be up to five (5) years. Individual calls/orders will include specific performance periods. The BPA will be reviewed annually in accordance with FAR 8.405-3 and 52.222-43. The BPA is anticipated to be awarded on 01 November 2007.*

- A. A “call” will be issued for services required under this BPA and will be ordered using Optional Form 347 (OF-347), order for Supplies and Services, with a unique call number.
- B. Each call issued by the Contracting Officer (CO) shall contain the specific hours of service and period of service required by the Government.
- C. Under the Changes Clause of the Basic GSA schedule contract, the Government has the unilateral right to add, decrease, cancel, or modify services stated in each call issued, as long as the change is within the scope of the BPA and calls against the BPA. The Contractor will be obligated to provide services at the specified hourly rates contained in the BPA. All modifications to the BPA and calls will

**SOLICITATION: HSCEGI-07-Q-00016**

**Amendment 0000007**

**Dated 10/16/2007**

**ATTACHMENT (1)**

be accomplished using a Standard Form 30 (SF30) (form subject to change),

Amendment to Solicitation/ Modification of contract. If the Government has new requirements that are not directly related to an existing call but are within the scope of this BPA, those services will be ordered by a separate call.

- D. Emergency Services will be issued through separate calls. Due to the nature of emergency services, the contractor may be required to provide them with little or no advance notice. All emergency services, shall be compensated using the hourly Emergency Services rates. The COTR shall approve all emergency and overtime services prior to the services being provided. The contractor shall not be reimbursed for any unauthorized emergency /or overtime services. Emergency / overtime services shall be requested and approved using the Overtime Request and Authorization Form, Exhibit J-6.

**4. G-02 Submission of Invoice**

The following contract language hereby replaces the language listed under Section G-02 Submission of Invoices, subparagraph (a) of the RFQ.

*The contractor shall submit an invoice for all services performed in the Battle Creek Mega Center under the Blanket Purchase Agreement (BPA). Each call issued under the Blanket Purchase Agreement shall be considered a separate contractual action for invoicing purposes.*



### 3. Amendment 07

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NO. 000007		3. EFFECTIVE DATE 10/16/2007		1 3	
4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (if applicable)			
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106		7. ADMINISTERED BY (if other than item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106		CODE ICE/FPS/EACCG/MS	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016			
		9B. DATED (SEE ITEM 11) 08/17/2007			
		9C. DATED (SEE ITEM 11)			
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of offers <input type="checkbox"/> is extended; <input checked="" type="checkbox"/> 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 9 and 15, and returning <u>1</u> 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 ACKNOWLEDGEMENT 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)					
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 14.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 48.102(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not. <input type="checkbox"/> 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.)					
Dispatch Operations for the Federal Protective Service Battle Creek Mega Center					
The purpose of this amendment is to remove references in the RFQ to "Indefinite Delivery/Indefinite Quantity" (IDIQ) and incorporate replacement information w/Blanket Purchase Agreement (BPA) terms. (See Attachment (1) for details)					
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) Albert C. Gonzales, president			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia D. Palmer		
15B. CONTRACTOR/OFFEROR <i>Albert C. Gonzales</i> (Signature of person authorized to sign)		15C. DATE SIGNED 10-16-07	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED

NSN 7540-01-152-8070  
 Previous edition unusable

STANDARD FORM 20 (REV. 10-83)  
 Prescribed by GSA  
 FAR (48 CFR) 53.243



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   24
2. AMENDMENT/MODIFICATION NO. 000008	3. EFFECTIVE DATE 11/15/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/EACCG/ME	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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)

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

<u>CHECK ONE</u>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)

Dispatch Operations for the Federal Protective Service Battle Creek Mega Center

The purpose of this amendment is to incorporate the following:

- (1) Add Section C-13.1-6 Contract Payment Adjustment- Refer to Attachment I for details.
- (2) Revised Price Schedule - Refer to Attachment II - The Government intends to evaluate the offeror's revised costs based on the number of hours listed in this RFQ amendment, using the qualifications of the staff currently in place as a baseline. Note: Hours are provided by the government for the Operator/Telecommunicator levels of effort.

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) Cynthia D. Palmer
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
	16C. DATE SIGNED



**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED

HSCEGI-07-Q-00016/000008

PAGE

OF

2

24

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>(3) Section B-02 - Contract Type - It is the Government's intention to award a Labor Hour Blanket Purchase Agreement against the GSA Schedule contract with fixed labor hourly rates in lieu of a Firm-Fixed Price Blanket Purchase Agreement against the GSA Schedule contract as stated per Amendment 000006 dated 11 October 2007.</p> <p>(4) Delete the following sections of the RFQ in their entirety regarding Security Requirements and Security Clearances:</p> <p>(a) Section C-06 - Security Requirements- Sensitive and subsections C-06.1 thru C-06.8, (b) Sections H-02 Security Clearances and H-03 Contractor Checklist of Reporting Requirements for Security Services Security.</p> <p>(5) Replace with the attached required contract provisions regarding Security Requirements and Security Clearances under Section H: (a) Security Requirements- Sensitive/Unclassified Contracts (Attachment #2). (b) Security Requirements - Classified &amp; Sensitive Requirements (Attachment #3).</p> <p>(6) Section L-08 52.216-1 - Type of Contract -  Delete: It is the Government's intention to award an Indefinite Delivery/Indefinite Quantity (IDIQ) contract with fixed labor hourly rates.  Replace with: The Government contemplates award of a Labor Hour Blanket Purchase Agreement against the GSA Schedule contract with fixed labor hourly rates resulting from this solicitation.</p> <p>(7) Offerors are required to submit revisions to your price quotation and a signed copy of this amendment by 3:00 P.M Eastern Standard Time on Friday, 16 November 2007. Email responses will be acceptable.</p>				

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000008**

**ATTACHMENT (1)**

**(1) Section C-13.1-6 Contract Payment Adjustment is hereby incorporated into the solicitation under Section C-13 Staffing Requirements – Specific.**

The Government will retain the discretion to adjust contract payments at the start of the option periods, based on the contractor's operator's level of expertise. For example: if an operator was performing at a level two in October 2008, and completed all of the requirements to become a level three operator in November 2008, the contractor will submit the operator's qualifications to the COTR for review. If the operator meets the qualifications for the next level of expertise, and the contractor has increased the operator's rate of pay, payments to the contractor will be adjusted accordingly beginning of the next option period for all future services. This is only an example, and not a binding promise or obligation on the Government to increase contract payments in every instance. The Government, however, recognizes that it is in the best interests of the contractor and the Government to have highly trained workforce manning the MegaCenter. Increases in operator qualifications over time will not result in an increase in the total number of hours required under the contract.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   24
2. AMENDMENT/MODIFICATION NO. 000008	3. EFFECTIVE DATE 11/15/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME	7. ADMINISTERED BY (If other than Item 6) ICE/FPS/East CCG/Mega Centers Immigration and Customs Enforcement Ofc of Acquisition Management - FPS 200 Chestnut Street, Room 1302 Attn: Cynthia Palmer Philadelphia PA 19106	CODE ICE/FPS/EACCG/ME
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO. HSCEGI-07-Q-00016	
		X 9B. DATED (SEE ITEM 11) 08/17/2007	
		10A. MODIFICATION OF CONTRACT/ORDER NO.	
		10B. DATED (SEE ITEM 11)	
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 1 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 ACKNOWLEDGEMENT 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)

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

<u>CHECK ONE</u>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	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.)

Dispatch Operations for the Federal Protective Service Battle Creek Mega Center

The purpose of this amendment is to incorporate the following:

- (1) Add Section C-13.1-6 Contract Payment Adjustment- Refer to Attachment I for details.
- (2) Revised Price Schedule - Refer to Attachment II - The Government intends to evaluate the offeror's revised costs based on the number of hours listed in this RFQ amendment, using the qualifications of the staff currently in place as a baseline. Note: Hours are provided by the government for the Operator/Telecommunicator levels of effort.

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)	
		Cynthia D. Palmer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSCEGI-07-Q-00016/000008

PAGE OF  
 2 24

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>(3) Section B-02 - Contract Type - It is the Government's intention to award a Labor Hour Blanket Purchase Agreement against the GSA Schedule contract with fixed labor hourly rates in lieu of a Firm-Fixed Price Blanket Purchase Agreement against the GSA Schedule contract as stated per Amendment 000006 dated 11 October 2007.</p> <p>(4) Delete the following sections of the RFQ in their entirety regarding Security Requirements and Security Clearances:</p> <p>(a) Section C-06 - Security Requirements- Sensitive and subsections C-06.1 thru C-06.8,                      (b) Sections H-02 Security Clearances and H-03 Contractor Checklist of Reporting Requirements for Security Services Security.</p> <p>(5) Replace with the attached required contract provisions regarding Security Requirements and Security Clearances under Section H:                      (a) Security Requirements- Sensitive/Unclassified Contracts (Attachment #2).                      (b) Security Requirements - Classified &amp; Sensitive Requirements (Attachment #3).</p> <p>(6) Section L-08 52.216-1 - Type of Contract -                      Delete: It is the Government's intention to award an Indefinite Delivery/Indefinite Quantity (IDIQ) contract with fixed labor hourly rates.                      Replace with: The Government contemplates award of a Labor Hour Blanket Purchase Agreement against the GSA Schedule contract with fixed labor hourly rates resulting from this solicitation.</p> <p>(7) Offerors are required to submit revisions to your price quotation and a signed copy of this amendment by 3:00 P.M Eastern Standard Time on Friday, 16 November 2007. Email responses will be acceptable.</p>				

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000008**

**ATTACHMENT (1)**

**(1) Section C-13.1-6 Contract Payment Adjustment is hereby incorporated into the solicitation under Section C-13 Staffing Requirements – Specific.**

The Government will retain the discretion to adjust contract payments at the start of the option periods, based on the contractor's operator's level of expertise. For example: if an operator was performing at a level two in October 2008, and completed all of the requirements to become a level three operator in November 2008, the contractor will submit the operator's qualifications to the COTR for review. If the operator meets the qualifications for the next level of expertise, and the contractor has increased the operator's rate of pay, payments to the contractor will be adjusted accordingly beginning of the next option period for all future services. This is only an example, and not a binding promise or obligation on the Government to increase contract payments in every instance. The Government, however, recognizes that it is in the best interests of the contractor and the Government to have highly trained workforce manning the MegaCenter. Increases in operator qualifications over time will not result in an increase in the total number of hours required under the contract.

ATTACHMENT (3)

SECURITY  
FOR  
CLASSIFIED & SENSITIVE REQUIREMENTS

SECURITY REQUIREMENTS

GENERAL

The Department of Homeland Security (DHS) has determined that performance of the task as described in specification requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor) access classified National Security Information (herein known as classified information). Classified information is Government information which requires protection in accordance with Executive Order 12958, Classified National Security Information, and supplementing directives.

This clause applies to the extent that this contract involves access to information classified National Security Information.

The Contractor shall comply with—

(1) The Security Agreement (DD Form 441), including the *National Industrial Security Program Operating Manual* (DOD 5220.22-M); and

(2) Any revisions to that manual, notice of which has been furnished to the Contractor.

(a) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(b) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

The Contractor will abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, included in the contract, and the National Industrial Security Program Operating Manual (NISPOM) for the protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor has access to classified information at a DHS or other Government Facility, it will abide by the requirements set by the agency.

**ATTACHMENT (3)**

**SUITABILITY DETERMINATION**

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

**BACKGROUND INVESTIGATIONS**

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. Background investigations will be processed through the OPR-PSU. Prospective Contractor employees with adequate security clearances issued by the Defense Industrial Security Clearance Office (DISCO) may not be required to submit complete security packages, as the clearance issued by DISCO may be accepted. Prospective Contractor employees without adequate security clearances issued by DISCO shall submit the following completed forms to the OPR-PSU through the COTR, no less than 5 days before the starting date of the contract or 5 days prior to the expected entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 86, "Questionnaire for National Security Positions" Form will be submitted via e-QIP (electronic Questionnaires for Investigation Processing) **(2 copies)**

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000008**

**ATTACHMENT (3)**

2. FD Form 258, "Fingerprint Card" (2 copies)
3. Foreign National Relatives or Associates Statement
4. DHS 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Drug Questionnaire
6. Alcohol Questionnaire

Required forms will be provided by DHS at the time of award of the contract. Only complete packages will be accepted by the OPR-PSU. Specific instructions on submission of packages will be provided upon award of the contract.

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

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position that involves access to, development of, or maintenance to any DHS IT system.

**CONTINUED ELIGIBILITY**

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

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

The OPR-PSU may require reinvestigations when derogatory information is received and/or every 5 years.

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



**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000008**

### **ATTACHMENT (3)**

The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to the OPR-PSU through the COTR. Reports based on rumor or innuendo should not be made. The subsequent termination of

employment of an employee does not obviate the requirement to submit this report. The report shall include the employees' name and social security number, along with the adverse information being reported.

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

#### **EMPLOYMENT ELIGIBILITY**

The contractor will agree that each employee working on this contract will successfully pass the DHS Employment Eligibility Verification (E-Verify) program operated by USCIS to establish work authorization.

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

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

#### **SECURITY MANAGEMENT**

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

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

**Solicitation: HSCEGI-07-Q-00016**

**Amendment: 000008**

### **ATTACHMENT (3)**

The following computer security requirements apply to both Department of Homeland Security (DHS) operations and to the former Immigration and Naturalization Service operations (FINS). These entities are hereafter referred to as the Department.

#### **INFORMATION TECHNOLOGY SECURITY CLEARANCE**

When sensitive government information is processed on Department telecommunications and automated information systems, the Contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in *DHS IT Security Program Publication DHS MD 4300.Pub.*. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

#### **INFORMATION TECHNOLOGY SECURITY TRAINING AND OVERSIGHT**

All contractor employees using Department automated systems or processing Department sensitive data will be required to receive Security Awareness Training. This training will be provided by the appropriate component agency of DHS.

Contractors who are involved with management, use, or operation of any IT systems that handle sensitive information within or under the supervision of the Department, shall receive periodic training at least annually in security awareness and accepted security practices and systems rules of behavior. Department contractors, with significant security responsibilities, shall receive specialized training specific to their security responsibilities annually. The level of training shall be commensurate with the individual's duties and responsibilities and is intended to promote a consistent understanding of the principles and concepts of telecommunications and IT systems security.

All personnel who access Department information systems will be continually evaluated while performing these duties. Supervisors should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures should be reported to the local Security Office or Information System Security Officer (ISSO).

Department of Homeland Security, Federal Protective Service  
 HSCEGI-07-Q-00016  
 Dispatch Operations for the Battle Creek Mega Center



3. Amendment 000008

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1 CONTRACT ID CODE	PAGE OF PAGES 1 24	
2 AMENDMENT/MODIFICATION NO 000008	3 EFFECTIVE DATE 11/16/2007	4 REQUISITION/PURCHASE REQ. NO.	5 PROJECT NO (if applicable)	
6 ISSUED BY ICR/FPS/EACCG/ME	7 ADMINISTERED BY (if other than Item 6) ICR/FPS/EACCG/ME			
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ICR/FPS/East CCS/Mega Centers Immigration and Customs Enforcement Federal Protective Service Office of Acquisition Management 200 Chestnut Street, Room 1302 Philadelphia PA 19106		9A AMENDMENT OF SOLICITATION NO HCEGI-07-Q-00016		
		9B DATED (SEE ITEM 11) 08/17/2007		
		10A MODIFICATION OF CONTRACT/ORDER NO		
		10B DATED (SEE ITEM 11)		
CODE	FACILITY CODE			
11 THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
11.1 The above numbered solicitation is amended as set forth in Item 11. The hour and date specified for receipt of offers is extended <input type="checkbox"/> or not extended <input checked="" type="checkbox"/> . Offeror's acknowledgment of this amendment shall be the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 9 and 10 and returning _____ copies of this 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 ACKNOWLEDGEMENT 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 the 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 amendment numbers and a receipt from the agency's hour and date received.				
12 ACCOUNTING AND APPROPRIATION DATA (if required)				
13 THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS, IF MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
CHECK ONE:				
A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority). THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A				
B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in buying office appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.107(b).				
C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF _____				
D OTHER (Specify type of modification and authority)				
E IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14 DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCP action receipts, including solicitation/contract award master where feasible.) Dispatch Operations for the Federal Protective Service Battle Creek Mega Center				
The purpose of this amendment is to incorporate the following:				
(1) Add Section C-13.1-6 Contract Payment Adjustment - Refer to Attachment I for details.				
(2) Revised Price Schedule - Refer to Attachment II - The Government intends to evaluate the offeror's revised costs based on the number of hours listed in this RFQ amendment, using the qualifications of the staff currently in place as a baseline. Note: Hours are provided by the government for the Operator/Telecommunicator levels of effort.				
Continued ...				
Reprint as provided herein, all terms and conditions of the document referenced in Item 2A or 10A as hereof/for charge, items unchanged and/or full force and effect.				
15A NAME AND TITLE OF SIGNER (Type or print) Albert C. Gonzales, President		15A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Cynthia E. Palmer		
15B CONTRACTING OFFICER <i>Cynthia E. Palmer</i> (Signature of person authorized to sign)	15C DATE SIGNED 11/16/2007	15B UNITED STATES OF AMERICA  (Signature of Contracting Officer)	15C DATE SIGNED	

NSN 7540-01-402-8070  
Previous edition obsolete

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

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PART I SCHEDULE - SECTION B  
SUPPLIES OR SERVICE  
AMENDMENT 000008

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Dispatch Operations for the Federal Protective Service Battlecreek Mega Center</p> <p>Discount Terms: (b)(4)</p> <p>Delivery Location Code: MI0501BC Bldg 1B Hart Doyle Inouye Federal Center 74 N. Washington Avenue Battlecreek, MI 49037</p> <p>FOB: Destination Period of Performance:</p> <p>Base Period (12 Months ) The offeror shall provide a fixed labor hourly rate (inclusive of all direct and indirect costs, profit and overhead ) for services described herein.</p> <p>Due to fiscal constraints, funding can only be provided to the end of the fiscal year. For this contract the guaranteed minimum shall be Line Items 0001-0018 funded through September 30, 2008.</p> <p>Funding for this work will be provided by Task Order. Funding for the remainder of the Base Period is based on the "Availability of Funds" in FY 09 and shall be provided by separate Task Order.</p> <p>Additional services maybe ordered either by modification or separate task order using the hourly prices listed for Line Items 0001 thru 0045.</p>				
1	Project Manager - Overall Oversight of Contract	2000	hours		\$0.00
2	Lead Alarm Remote Programmer (Help Desk)	2000	hours		\$0.00
3	Supervisory Dispatch	12760	hours		\$0.00
	<p>Line Items 0004 thru 0008 - Total hours for Line Items 0004 thru 0008 should equal 59,800 hours. The offeror shall provide fixed labor hourly rates to fulfill the labor work requirements for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.</p>				
4	Operator/Telecommunicator Level One	0	hours		\$0.00
5	Operator/ Telecommunicator Level Two	3000	hours		\$0.00
6	Operator /Telecommunicator Level Three	42000	hours		\$0.00
7	Operator/Telecommunicator Level Four	14800	hours		\$0.00
8	Operator/Telecommunicator Level Five	0	hours		\$0.00
9	Data Entry II	2000	hours		\$0.00
10	System Administrator	2000	hours		\$0.00
11	Remote Alarm Programmers	6000	hours		\$0.00

PART I SCHEDULE - SECTION B  
SUPPLIES OR SERVICE  
AMENDMENT 000008

<p>Line Items 0012 thru 0023 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification. All line items will be evaluated and included in the total overall evaluated price.</p>				
<a href="#">12</a>	Trainer Coordinator	2000	hours	\$0.00
<a href="#">13</a>	Assistant Trainer Coordinator ( Q &A)	2000	hours	\$0.00
<a href="#">14</a>	Data Analyst I	2000	hours	\$0.00
<a href="#">15</a>	Data Analyst II	2000	hours	\$0.00
<a href="#">16</a>	Administrative Assistant	2000	hours	\$0.00
<a href="#">17</a>	Alarm Technicians	2000	hours	\$0.00
<a href="#">18</a>	Computer Aided Design (AUTOCAD) Operator	2000	hours	\$0.00
<a href="#">19</a>	Network Engineer	2000	hours	\$0.00
<a href="#">20</a>	Database Adminstrator	2000	hours	\$0.00
<a href="#">21</a>	Information Systems Security Officer/Specialist (ISSO)	2000	hours	\$0.00
<a href="#">22</a>	Telecommunications Specialist	2000	hours	\$0.00
<a href="#">23</a>	Transcriptionist ( Dictaphone Transport)	2000	hours	\$0.00
<a href="#">24</a>	Travel ( N/A)			
	<b>Total Base Period</b>			\$0.00
<p><b>Base Period: Emergency Services</b> - The estimated quantities cited for Line Items 0025 thru 0045 reflect additional/emergency services that may be ordered either by a separate task order or modification. The offeror shall provide a fixed labor hourly rate (inclusive of all direct and indirect costs, profit and overhead) for emergency services as described herein.</p>				
<a href="#">25</a>	Supervisory Dispatch	20	hours	\$0.00
<p>Line Items 0026 thru 0030 - Total hours for Line Items 0026 thru 0030 are estimated to equal 600 hours. The offeror shall provide fixed labor hourly rates (inclusive of all direct and indirect costs, profit and overhead) for emergency requirements for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.</p>				
<a href="#">26</a>	Operator/Telecommunicator Level One		hours	\$0.00
<a href="#">27</a>	Operator /Telecommunicator Level Two		hours	\$0.00
<a href="#">28</a>	Operator / Telecommunicator Level Three		hours	\$0.00
<a href="#">29</a>	Operator/Telecommunicator Level Four		hours	\$0.00
<a href="#">30</a>	Operator / Telecommunicator Level Five		hours	\$0.00
<a href="#">31</a>	Systems Administrator	15	hours	\$0.00
<a href="#">32</a>	Remote Alarm Programmers	50	hours	\$0.00
<p>Line Items 0033 thru 0045 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification.</p>				
<a href="#">33</a>	Trainer Coordinator	15	hours	\$0.00
<a href="#">34</a>	Assistant Trainer Coordinator ( Q & A)	15	hours	\$0.00
<a href="#">35</a>	Data Entry II	15	hours	\$0.00

PART I SCHEDULE - SECTION B

SUPPLIES OR SERVICE  
AMENDMENT 000008

<a href="#">36</a>	Data Analyst I	15	hours		\$0.00
<a href="#">37</a>	Data Analyst II	15	hours		\$0.00
<a href="#">38</a>	Administrative Assistant	15	hours		\$0.00
<a href="#">39</a>	Alarm Technicians	15	hours		\$0.00
<a href="#">40</a>	Computer Aided Design (AUTOCAD) Operator	15	hours		\$0.00
<a href="#">41</a>	Network Engineer	15	hours		\$0.00
<a href="#">42</a>	Database Administrator	15	hours		\$0.00
<a href="#">43</a>	Information Systems Security Officer/Specialist (ISSO)	15	hours		\$0.00
<a href="#">44</a>	Telecommunications Specialist	15	hours		\$0.00
<a href="#">45</a>	Transcriptionist (Dictaphone Transport)	15	hours		\$0.00
<a href="#">46</a>	Travel (N/A)				
	<b>Total Base Period (Emergency Services)</b>				\$0.00
	<b>Option Periods 1 &amp; 2 ( 6 Month Periods)</b>				
	The offeror shall provide a fixed labor hourly rate inclusive of all direct and indirect costs, profit and overhead ) for services described herein.				
	Due to fiscal constraints, funding can only be provided to the end of the fiscal year. Funding for the Option period, if exercised, shall be provided by separate Task Orders and will reflect the requirements of the FPS at the time of Task Order award.				
<a href="#">1001</a>	Project Manager - Overall Oversight of Contract	2000	hours		\$0.00
<a href="#">1002</a>	Lead Alarm Remote Programmer (Help Desk)	2000	hours		\$0.00
<a href="#">1003</a>	Supervisory Dispatch	12760	hours		\$0.00
	Line Items 1004 thru 1008 - Total hours for Line Items 1008 thru 1008 should equal 59,800 hours.				
	The offeror shall provide fixed labor hourly rates to fulfill the labor work requirements for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.				
<a href="#">1004</a>	Operator/Telecommunicator Level One	0	hours		\$0.00
<a href="#">1005</a>	Operator/Telecommunicator Level Two	3000	hours		\$0.00
<a href="#">1006</a>	Operator/ Telecommunicator Level Three	22000	hours		\$0.00
<a href="#">1007</a>	Operator/ Telecommunicator Level Four	30800	hours		\$0.00
<a href="#">1008</a>	Operator/Telecommunicator Level Five	4000	hours		\$0.00
<a href="#">1009</a>	Data Entry II	2000	hours		\$0.00
<a href="#">1010</a>	Systems Administrator	2000	hours		\$0.00
<a href="#">1011</a>	Remote Alarm Programmers	6000	hours		\$0.00
	Line Items 1012 thru 1024 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification.				
<a href="#">1012</a>	Trainer Coordinator	2000	hours		\$0.00
<a href="#">1013</a>	Assistant Trainer Coordinator (Q & A)	2000	hours		\$0.00
<a href="#">1014</a>	Data Analyst I	2000	hours		\$0.00
<a href="#">1015</a>	Data Analyst II	2000	hours		\$0.00
<a href="#">1016</a>	Administrative Assistant	2000	hours		\$0.00
<a href="#">1017</a>	Alarm Technicians	2000	hours		\$0.00

PART I SCHEDULE - SECTION B

SUPPLIES OR SERVICE

Item Number	Description	Quantity	Unit	Rate	Total
<a href="#">1018</a>	Computer Aided Design (AUTOCAD) Operator	2000	hours		\$0.00
<a href="#">1019</a>	Network Engineer	2000	hours		\$0.00
<a href="#">1020</a>	Database Administrator	2000	hours		\$0.00
<a href="#">1021</a>	Information Systems Security Officer/Specialist (ISSO)	2000	hours		\$0.00
<a href="#">1022</a>	Telecommunications Specialist	2000	hours		\$0.00
<a href="#">1023</a>	Transcriptionist (Dictaphone Transport)	2000	hours		\$0.00
<a href="#">1024</a>	Travel (N/A)				\$0.00
<b>Total Option Periods 1 &amp; 2</b>					\$0.00
<p><b>Option Periods 1 &amp; 2 : Emergency Services</b> - The estimated quantities cited for Line Items 1025 thru 1046 reflect additional/emergency services that may be ordered either by a separate task order or modification. The offeror shall provide fixed labor hourly rates (inclusive of all direct and indirect costs, profit and overhead) for emergency services as described herein.</p>					
<a href="#">1025</a>	Supervisory Dispatch	20	hours		\$0.00
<p>Line Items 1026 thru 1030 - Total hours for Line Items 1026 thru 1030 should equal 600 hours. The offeror shall provide a fixed labor hourly rate (inclusive of all direct and indirect costs, profit and overhead) for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.</p>					
<a href="#">1026</a>	Operator / Telecommunicator Level One		hours		\$0.00
<a href="#">1027</a>	Operator / Telecommunicator Level Two		hours		\$0.00
<a href="#">1028</a>	Operator/Telecommunicator Level Three		hours		\$0.00
<a href="#">1029</a>	Operator / Telecommunicator Level Four		hours		\$0.00
<a href="#">1030</a>	Operator/Telecommunicator Level Five		hours		\$0.00
<a href="#">1031</a>	Systems Administrator	15	hours		\$0.00
<a href="#">1032</a>	Remote Alarm Programmers	50	hours		\$0.00
<p>Line Items 1033 thru 1045 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification. All line items will be evaluated and included in the total overall evaluated price.</p>					
<a href="#">1033</a>	Trainer Coordinator	15	hours		\$0.00
<a href="#">1034</a>	Assistant Trainer Coordinator ( Q & A)	15	hours		\$0.00
<a href="#">1035</a>	Data Entry II	15	hours		\$0.00
<a href="#">1036</a>	Data Analyst I	15	hours		\$0.00
<a href="#">1037</a>	Data Analyst II	15	hours		\$0.00
<a href="#">1038</a>	Administrative Assistant	15	hours		\$0.00
<a href="#">1039</a>	Alarm Technicians	15	hours		\$0.00
<a href="#">1040</a>	Computer Aided Design Operator (AUTOCAD)	15	hours		\$0.00
<a href="#">1041</a>	Network Engineer	15	hours		\$0.00
<a href="#">1042</a>	Database Administrator	15	hours		\$0.00
<a href="#">1043</a>	Information Systems Security Officer (ISSO)	15	hours		\$0.00
<a href="#">1044</a>	Telecommunications Specialist	15	hours		\$0.00
<a href="#">1045</a>	Transcriptionist (Dictaphone Transport)	15	hours		\$0.00
<a href="#">1046</a>	Travel ( N/A)				\$0.00
<b>Total Option Periods 1 &amp; 2 (Emergency Services)</b>					\$0.00

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<b>Option Periods 3 &amp; 4 ( 6 Month Periods)</b>				
The offeror shall provide a fixed labor hourly rate inclusive of all direct and indirect costs, profit and overhead ) for services described herein.				
Due to fiscal constraints, funding can only be provided to the end of the fiscal year. Funding for the Option period, if exercised, shall be provided by separate Task Orders and will reflect the requirements of the FPS at the time of Task Order award.				
<a href="#">2001</a>	Project Manager - Overall Oversight of Contract	2000	hours	\$0.00
<a href="#">2002</a>	Lead Alarm Remote Programmer (Help Desk)	2000	hours	\$0.00
<a href="#">2003</a>	Supervisory Dispatch	12760	hours	\$0.00
Line Items 2004 thru 2008 - Total hours for Line Items 2004 thru 2008 should equal 59,800 hours. The offeror shall provide fixed labor hourly rates to fulfill the labor work requirements for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.				
<a href="#">2004</a>	Operator/Telecommunicator Level One	0	hours	\$0.00
<a href="#">2005</a>	Operator /Telecommunicator Level Two	3000	hours	\$0.00
<a href="#">2006</a>	Operator / Telecommunicator Level Three	4000	hours	\$0.00
<a href="#">2007</a>	Operator / Telecommunicator Level Four	40800	hours	\$0.00
<a href="#">2008</a>	Operator /Telecommunicator Level Five	12000	hours	\$0.00
<a href="#">2009</a>	Data Entry II	2000	hours	\$0.00
<a href="#">2010</a>	System Administrator	2000	hours	\$0.00
<a href="#">2011</a>	Remote Alarm Programmers	6000	hours	\$0.00
Line Items 2012 thru 2024 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification. All line items will be evaluated and included in the total overall evaluated price.				
<a href="#">2012</a>	Trainer Coordinator	2000	hours	\$0.00
<a href="#">2013</a>	Assistant Trainer Coordinator ( Q & A )	2000	hours	\$0.00
<a href="#">2014</a>	Data Analyst I	2000	hours	\$0.00
<a href="#">2015</a>	Data Analyst II	2000	hours	\$0.00
<a href="#">2016</a>	Administrative Assistant	2000	hours	\$0.00
<a href="#">2017</a>	Alarm Technicians	2000	hours	\$0.00
<a href="#">2018</a>	Computer Aided Design (AUTCAD) Operator	2000	hours	\$0.00
<a href="#">2019</a>	Network Engineer	2000	hours	\$0.00
<a href="#">2020</a>	Database Administrator	2000	hours	\$0.00
<a href="#">2021</a>	Information Systems Security Officer/ Specialist (ISSO)	2000	hours	\$0.00
<a href="#">2022</a>	Telecommunications Specialist	2000	hours	\$0.00
<a href="#">2023</a>	Transcriptionist (Dictaphone Transport)	2000	hours	\$0.00
<a href="#">2024</a>	Travel (N/A)			
<b>Total Option Periods 3 &amp; 4</b>				<b>\$0.00</b>



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<p><b>Option Periods 3 &amp; 4 : Emergency Services</b> - The estimated quantities cited for Line Items 2025 thru 2045 reflect additional/emergency services that may be ordered either by a separate task order or modification. The offeror shall provide fixed labor hourly rates (inclusive of all direct and indirect costs, profit and overhead) for emergency services as described herein.</p>				
<a href="#">2025</a>	Supervisory Dispatch	20	hours	\$0.00
<p>Line Items 2026 thru 2030 - Total hours for Line Items 2026 thru 2030 should equal 600 hours. The offeror shall provide fixed labor hourly rates for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.</p>				
<a href="#">2026</a>	Operator / Telecommunicator Level One		hours	\$0.00
<a href="#">2027</a>	Operator / Telecommunicator Level Two		hours	\$0.00
<a href="#">2028</a>	Operator / Telecommunicator Level Three		hours	\$0.00
<a href="#">2029</a>	Operator/Telecommunicator Level Four		hours	\$0.00
<a href="#">2030</a>	Operator/Telecommunicator Level Five		hours	\$0.00
<a href="#">2031</a>	Systems Administrator	15	hours	\$0.00
<a href="#">2032</a>	Remote Alarm Programmer	50	hours	\$0.00
<p>Line Items 2033 thru 2045 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification. All line items will be evaluated and included in the total overall evaluated price.</p>				
<a href="#">2033</a>	Trainer Coordinator	15	hours	\$0.00
<a href="#">2034</a>	Assistant Trainer Coordinator ( Q & A)	15	hours	\$0.00
<a href="#">2035</a>	Data Entry II	15	hours	\$0.00
<a href="#">2036</a>	Data Analyst I	15	hours	\$0.00
<a href="#">2037</a>	Data Analyst II	15	hours	\$0.00
<a href="#">2038</a>	Administrative Assistant	15	hours	\$0.00
<a href="#">2039</a>	Alarm Technician	15	hours	\$0.00
<a href="#">2040</a>	Computer Aided Design (AUTOCAD) Operator	15	hours	\$0.00
<a href="#">2041</a>	Network Engineer	15	hours	\$0.00
<a href="#">2042</a>	Database Administrator	15	hours	\$0.00
<a href="#">2043</a>	Information Systems Security Officer/Specialist (ISSO)	15	hours	\$0.00
<a href="#">2044</a>	Telecommunications Specialist	15	hours	\$0.00
<a href="#">2045</a>	Transcriptionist ( Dictaphone Transport)	15	hours	\$0.00
<a href="#">2046</a>	Travel (N/A)			
<p><b>Total Option Periods 3 &amp; 4 (Emergency Services)</b></p>				\$0.00
<p><b>Option Periods 5 &amp; 6 ( 6 Month Periods)</b> The offeror shall provide a fixed labor hourly rate inclusive of all direct and indirect costs, profit and overhead ) for services described herein.</p> <p>Due to fiscal constraints, funding can only be provided to the end of the fiscal year. Funding for the Option period, if exercised, shall be provided by separate Task Orders and will reflect the requirements of the FPS at the time of Task Order award.</p>				

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Contract	Line Item	Description	Quantity	Unit	Rate	Total
000008	2000	Project Manager - Overall Oversight of Contract	2000	hours		\$0.00
	3002	Lead Alarm Remote Programmer	2000	hours		\$0.00
	3003	Supervisory Dispatch	12760	hours		\$0.00
		Line Items 3004 thru 3008 - Total hours for Line Items 3004 thru 3008 should equal 59,800 hours. The offeror shall provide fixed labor hourly rates to fulfill the labor work requirements for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.				
	3004	Operator /Telecommunicator Level One	0	hours		\$0.00
	3005	Operator/Telecommunicator Level Two	3000	hours		\$0.00
	3006	Operator/Telecommunicator Level Three	2000	hours		\$0.00
	3007	Operator / Telecommunicator Level Four	38800	hours		\$0.00
	3008	Operator/Telecommunicator Level Five	16000	hours		\$0.00
	3009	Data Entry II	2000	hours		\$0.00
	3010	Systems Administrator	2000	hours		\$0.00
	3011	Remote Alarm Programmer	6000	hours		\$0.00
		Line Items 3012 thru 3024 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification. All line items will be evaluated and included in the total overall evaluated price.				
	3012	Trainer Coordinator	2000	hours		\$0.00
	3013	Assistant Training Coordinator	2000	hours		\$0.00
	3014	Data Analyst I	2000	hours		\$0.00
	3015	Data Analyst II	2000	hours		\$0.00
	3016	Administrative Assistant	2000	hours		\$0.00
	3017	Alarm Technicians	2000	hours		\$0.00
	3018	Computer Aided Design (AUTOCAD) Operator	2000	hours		\$0.00
	3019	Network Engineer	2000	hours		\$0.00
	3020	Database Administrator	2000	hours		\$0.00
	3021	Information Systems Security Officer/Specialist (ISSO)	2000	hours		\$0.00
	3022	Telecommunications Specialist	2000	hours		\$0.00
	3023	Transcriptionist	2000	hours		\$0.00
	3024	Travel (N/A)				
		<b>Total Option Periods 5 &amp; 6</b>				\$0.00
		<b>Option Periods 5&amp; 6 : Emergency Services</b> - The estimated quantities cited for Line Items 3025 thru 3045 reflect additional/emergency services that may be ordered either by a separate task order or modification. The offeror shall provide fixed labor hourly rates (inclusive of all direct and indirect costs, profit and overhead) for emergency services as described herein.				
	3025	Supervisory Dispatch	20	hours		\$0.00

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SUPPLIES OR SERVICE

Line Items 3026 thru 3030 - Total hours for Line Items 3026 thru 3030 should equal 600 hours.				
The offeror shall provide fixed labor hourly rates for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.				
<a href="#">3026</a>	Operator / Telecommunicator Level One		hours	\$0.00
<a href="#">3027</a>	Operator / Telecommunicator Level Two		hours	\$0.00
<a href="#">3028</a>	Operator / Telecommunicator Level Three		hours	\$0.00
<a href="#">3029</a>	Operator/ Telecommunicator Level Four		hours	\$0.00
<a href="#">3030</a>	Operator / Telecommunicator Level Five		hours	\$0.00
<a href="#">3031</a>	Systems Administrator	15	hours	\$0.00
<a href="#">3032</a>	Remote Alarm Programmers	50	hours	\$0.00
Line Items 3033 thru 3045 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification.				
<a href="#">3033</a>	Trainer Coordinator	15	hours	\$0.00
<a href="#">3034</a>	Assistant Trainer Coordinator ( Q & A)	15	hours	\$0.00
<a href="#">3035</a>	Data Entry II	15	hours	\$0.00
<a href="#">3036</a>	Data Analyst I	15	hours	\$0.00
<a href="#">3037</a>	Data Analyst II	15	hours	\$0.00
<a href="#">3038</a>	Administrative Assistant	15	hours	\$0.00
<a href="#">3039</a>	Alarm Technicians	15	hours	\$0.00
<a href="#">3040</a>	Computer Aided Design (AUTOCAD) Operator	15	hours	\$0.00
<a href="#">3041</a>	Network Engineer	15	hours	\$0.00
<a href="#">3042</a>	Database Administrator	15	hours	\$0.00
<a href="#">3043</a>	Information Systems Security Officer/ Specialist (ISSO)	15	hours	\$0.00
<a href="#">3044</a>	Telecommunications Specialist	15	hours	\$0.00
<a href="#">3045</a>	Transcriptionists (Dictaphon Transport)	15	hours	\$0.00
<a href="#">3046</a>	Travel (N/A)			
<b>Total Option Periods 5 &amp; 6 (Emergency Services)</b>				\$0.00
<b>Option Periods 7 &amp; 8 ( 6 Month Periods)</b>				
The offeror shall provide a fixed labor hourly rate inclusive of all direct and indirect costs, profit and overhead ) for services described herein.				
Due to fiscal constraints, funding can only be provided to the end of the fiscal year. Funding for the Option period, if exercised, shall be provided by separate Task Orders and will reflect the requirements of the FPS at the time of Task Order award.				
<a href="#">4001</a>	Project Manager - Overall Oversight of Contract	2000	hours	\$0.00
<a href="#">4002</a>	Lead Alarm Remote Programmer	2000	hours	\$0.00
<a href="#">4003</a>	Supervisors	12760	hours	\$0.00
Line Items 4004 thru 4008 - Total hours for Line Items 4004 thru 4008 should equal 59,800 hours.				
The offeror shall provide fixed labor hourly rates to fulfill the labor work requirements for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.				

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SUPPLIES OR SERVICE

<a href="#">4004</a>	Operator / Telecommunicator Level One AMENDMENT 000008	0	hours		\$0.00
<a href="#">4005</a>	Operator /Telecommunicator Level Two	3000	hours		\$0.00
<a href="#">4006</a>	Operator / Telecommunicator Level Three	2000	hours		\$0.00
<a href="#">4007</a>	Operator / Telecommunicator Level Four	36800	hours		\$0.00
<a href="#">4008</a>	Operator / Telecommunicator Level Five	18000	hours		\$0.00
<a href="#">4009</a>	Data Entry I	2000	hours		\$0.00
<a href="#">4010</a>	System Administrator	2000	hours		\$0.00
<a href="#">4011</a>	Remote Alarm Programmers	12760	hours		\$0.00
	Line Items 4012 thru 4024 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification. All line items will be evaluated and included in the total overall evaluated price.				
<a href="#">4012</a>	Trainer Coordinator	2000	hours		\$0.00
<a href="#">4013</a>	Assistant Trainer Coordinator ( Q & A)	2000	hours		\$0.00
<a href="#">4014</a>	Data Analyst I	2000	hours		\$0.00
<a href="#">4015</a>	Data Analyst II	2000	hours		\$0.00
<a href="#">4016</a>	Administrative Assistant	2000	hours		\$0.00
<a href="#">4017</a>	Alarm Technicians	3000	hours		\$0.00
<a href="#">4018</a>	Computer Aided Design (AUTOCAD) Operator	2000	hours		\$0.00
<a href="#">4019</a>	Network Engineer	2000	hours		\$0.00
<a href="#">4020</a>	Database Administrator	2000	hours		\$0.00
<a href="#">4021</a>	Information Systems Security Officer/ Specialist (ISSO)	2000	hours		\$0.00
<a href="#">4022</a>	Telecommunications Specialist	2000	hours		\$0.00
<a href="#">4023</a>	Transcriptionist (Dictaphone Transport)	2000	hours		\$0.00
<a href="#">4024</a>	Travel (NA)				\$0.00
	<b>Total Option Periods 7 &amp; 8</b>				\$0.00
	<b>Option Periods 7 &amp; 8: Emergency Services</b> - The estimated quantities cited for Line Items 4026 thru 4046 reflect additional/emergency services that may be ordered either by a separate task order or modification. The offeror shall provide a fixed labor hourly rate (inclusive of all direct and indirect costs, profit and overhead) for emergency services as described herein.				
<a href="#">4026</a>	Supervisory Dispatch	20	hours		\$0.00
	Line Items 4027 thru 4031 - Total hours for Line Items 4027 thru 4031 should equal 600 hours. The offeror shall provide fixed labor hourly rates for Operator/Telecommunicator Levels 1 thru 5. Refer to Exhibit J-1.				
<a href="#">4027</a>	Operator / Telecommunicator Level One		hours		\$0.00
<a href="#">4028</a>	Operator / Telecommunicator Level Two		hours		\$0.00
<a href="#">4029</a>	Operator / Telecommunicator Level Three		hours		\$0.00
<a href="#">4030</a>	Operator / Telecommunicator Level Four		hours		\$0.00
<a href="#">4031</a>	Operator / Telecommunicator Level Five		hours		\$0.00
<a href="#">4032</a>	System Administrator	15	hours		\$0.00

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<a href="#">4033</a>	Remote Alarm Programmers	50	hours		\$0.00
<p>Line Items 4033 thru 4046 may be authorized and funded on an "as needed" basis at a future date at the discretion of the government by a separate task order or modification.</p>					
<a href="#">4034</a>	Trainer Coordinator	15	hours		\$0.00
<a href="#">4035</a>	Assistant Trainer Coordinator ( Q & A)	15	hours		\$0.00
<a href="#">4036</a>	Data Entry II	15	hours		\$0.00
<a href="#">4037</a>	Data Analyst I	15	hours		\$0.00
<a href="#">4038</a>	Data Analyst II	15	hours		\$0.00
<a href="#">4039</a>	Administrative Assistant	15	hours		\$0.00
<a href="#">4040</a>	Alarm Technician	15	hours		\$0.00
<a href="#">4041</a>	Computer Aided Design (AUTOCAD) Operator	15	hours		\$0.00
<a href="#">4042</a>	Network Engineer	15	hours		\$0.00
<a href="#">4043</a>	Database Administrator	15	hours		\$0.00
<a href="#">4044</a>	Information Systems Security Officer (IS	15	hours		\$0.00
<a href="#">4045</a>	Telecommunications Specialist	15	hours		\$0.00
<a href="#">4046</a>	Transcriptionist (Dictaphone Transport)	15	hours		\$0.00
<a href="#">4047</a>	Travel (N/A)				
	<b>Total Option Periods 7 &amp; 8 (Emergency Services)</b>				\$0.00
	<b>Total Base Period &amp; Option Periods</b>				\$0.00