AMENDMENT OF SOLICITATION/	IFICATION OF	CONTRACT	1. CON	TRAC1 5		PAGE OF	PAGES
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425 I Street NW Room 2208			-	VW Room 220	3		
Washington, D.C. 20536		Wa	shington, (D.C. 20536			
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Attn: Michael Uster				9B. DATE) (SEE ITEM 11)	***************************************	
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appropriation date, Etc.) SET FORTH	NITEM 14, PURSUANT TO	JIHE AUTHORI	Y OF FAR 4	\$3.103 (b).	> (Such as changes i	in paying office,	
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substitute the attached	d "H.3 Security	y Require	ments"	which is	Department	of	
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xcept as provided herein, all terms and conditions	of the document reference	d in Item 9A or 10	A, as hereto	fore changed, rer	nains unchanged and	in full force and e	effect
15A NAME AND TITLE OF SIGNER (Ty)	oe or print)	16A.	NAME AN	ND TITLE OF (ONTRACTING OF	FFICER (Type	e or print)
		!	John A. R	usso,Jr., Chief	, IT Branch	. ,,	· p · · · · · y
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H.3 Security Requirements

GENERAL

INS has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to sensitive INS information, and that the Contractor will adhere to the following.

SUITABILITY DETERMINATION

INS 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. INS 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 INS, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Security Office. Contract employees assigned to the contract not needing access to sensitive INS information or recurring access to INS' 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. All background investigations will be processed through the Security Office. Prospective Contractor employees shall submit the following completed forms to the Security Office through the COTR no less than 30 days before the starting date of the contract or 30 days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

- Standard Form 85P, "Questionnaire for Public Trust Positions"
- 2. FD Form 258, "Fingerprint Card" (2 copies)
- 3. Foreign National Relatives or Associates Statement
- Form DOJ-555, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"

Required forms will be provided by INS at the time of award of the contract. Only complete packages will be accepted by the Security Office. 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, INS retains the right to deem an applicant as ineligible due to insufficient background information.

The Department of Justice (DOJ), in accordance with DOJ Order 2640.2D dated July 12, 2001, will no longer permit the use of Non-U.S. citizens, including Lawful Permanent Residents (LPR), in the performance of this contract for any position that involves access to or development of any DOJ IT system. By signing this contract, the contractor agrees to this restriction with respect to all new employees utilized directly to perform duties on this contract. Non-U.S. citizens, i.e.: LPRs, currently employed under this contract may continue performance unless otherwise directed by the DOJ or INS. No new, replacement, or additional Non-U.S. citizens may be added to the contract without the express approval of the DOJ. In those instances where other non-IT requirements contained in the contract can be met by using LPRs, those requirements shall be clearly described.

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 Security Office may require drug screening for probable cause at any time and/ or when the contractor independently identifies, circumstances where probable cause exists.

INS 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 DOJ standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom INS 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 INS' Security Office. 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 Security Office must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired INS 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.

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.

SECURITY MANAGEMENT

The Contractor shall appoint a senior official to act as the Corporate Security Officer. The individual will interface with the Security Office 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 Security Office 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.

INFORMATION TECHNOLOGY SECURITY CLEARANCE

When sensitive government information is processed on INS 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 DOJ Order 2640.2D, *Information Technology Security*.

INFORMATION TECHNOLOGY SECURITY TRAINING AND OVERSIGHT

All contractor employees using automated systems or processing INS sensitive data will be required to receive Security Awareness Training as outlined in the Computer Security Act of 1987. This training will be provided by the INS C&TS Program Office. All personnel who access INS 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 CSSO.

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D. OTHER (Specify type of modification Mutual Agreement of the Partic E. IMPORTANT: Contractor X is 14. DESCRIPTION OF AMENDMENT ADP Support Services 1. This modification 2. Revised Attachment made part of COW-9-C- The revised attachment 1,085 for a net decre is added at Yakima Astachment deleted at various 1c Except as provided herein, all terms and condition 15A NAME AND TITLE OF SIGNER (Signature of person authorized	n and authorities not	is required to significant of the significant of th	gn this do ed by UC nent /05/2 all p otal contel inge hange d in Nem	cument and return f section heading (3). 002, is heading to the section with the section heading to the section from the section section in the section from the section for the section from t	ere ers Vi aff chn ciff etofon J. K	by incorporated intions of Attachment nnell staff from 1, . Specifically, on icials/QA Specialis ied in the attached e changed, remains unchanged and in TITLE OF CONTRACTING OF callinikos ATES OF AMERICA	to and (3). 094 to the Guard that are ficer (Type 16C. DA' SIGI 11/26 (REV. 10-83)	ffect. or print) TE NED NOL

AMENDMENT OF SOLICITATION/MOI	DIFICATION OF CONTR	ACT - Continuation	1. CONTRACT ID CO	DE
2. AMENDMENT/MODIFICATION NO.	3. EFF. DATE	4. REQUISITION/PL	RCHASE REQ. NO.	PAGE OF PAGES
043	11/29/2002	PRO-3-00000	TOTAL TILE. NO.	PAGE OF PAGES
44 DECODIDATION OF 11151171171				

- 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) summary.
 - 3. All other terms and conditions of the contract remain unchanged.
 - 4. Point of contact for this modification is Jeanette Housen, (202) 305-3113.

Summary of Contract Modifications

Site	<u>DBI</u>		Vorkstation M Biometrics		ins Comment
Total	0	. 0	0	0	
Site Las Vegas Santa Ana Gardena San Antonio San Marcos San Francisco Seattle Yakima Dallas-North Riverside	Site Supervisor	• 1 -1	-1 -1 -1 -1 -1	difications Guard	Fire Comment
Total	0	-4	-6	1	0
			Other Modifi	icatioons.	

Realigned eight Biometrics Processing Clerks to Form I-90 Processing Clerks at Chicago-Pulaski, Denver, El Paso, Bellflower, Riverside, Las Vegas, San Diego, & Fresno due to applicant production needs.

INS Fingerprint Program Summary

				FP	FP		FP	2 2 3	7	Part-Time	Blo	DIA	Bio	1-90	lino.	1-90	
EASTERN	ASC	COLO	Total	Capacity	W/S	Guard	Tech	QA	Sup	Positions	Capacity		Tech	Allerian Harrist Land			
Atlanta	2	2	4	59,284	11	2	8	3	4	3	26,140	6	2	26,140	A 11/2	Tech	
Baltimore	1	2	3	38,713	7	1	6	3	2	2	23,956	5	2			2	24
Boston	3	1	4	82,582	14	3	12	4	5	3	31,600	6	2	23,956		2	18
Buffalo	0	3	3	6,067	3	o.	1	'n	3	3	7.280	Į –		42,850		4	33
Cleveland	1	2	3	11,444	4	. 0	,	ñ	3	2	•	3	0	7,280	1	0	6
Detroit	2	1	3	44,192	6	2	5	2	~	2	13,732	3	1	10,919		1	9
Miami	7	2	9	227.758	-	7	32	10	~ 1	40	29,779	3	3	18,529		2	17
New Orleans	6	6	6	17.040	7	2		10	9	12	82,390	17	7	82,390		7	84
New York	7	1			· .	-	5	U	5	6	20,450	6	0	18,200	5	0	18
	1 ′		٥	384,375		9	48	16	10	16	78,750	16	7	90,000	9	8	114
Newark	2	1	3	140,350		3	17	5	4	11	33,750	9	3	33,750	3	3	46
Philadelphia	3	2	5	46,297	11	2	6	2	4	2	21,806	7	1	21.806	5	2	19
Portland (ME)	0	3	3	12,730	3	0	0	Q	1	2	3,276	2	0	3,276		n	3
San Juan	1	2	3	9,101	4	1	1	0	3	0	10.919	4	1	10,919	_	1	7
Washington DC	1	1	2	59,283	7	1	8	3	3	2	26,140	6	2	14.890		1	20
Sub-total	30	29	59	1,139,216	192	33	151	48	58	164	409,968		31	404,905		1833	418

				FP	FP		FP.			Part-Time		Blo	Bio	1-90	1-90	1.90	Total
	ASC	COLO	Total	Capacity	WS	Guard	Tech	QA.	Sup	Positions	Capacity	WS	Tech	Capacity	WS	Tech	Positions
Chicago	6	3	9	178,816	27	6	25	8	9	10	102,408	16	10	79,908		7	75
Dallas	4	1	5	110,707	14	4	16	6	6	4	65.350	10	6	76,600		6	48
Denver	3	1	4	44,779	8	2	6	2	3	3	19,986	5	1 1	31,236	_	3	20
El Paso	3	0	3	48.116	6	3	7	3	3	ž	23,989	6	2	35,239		3	
Harlingen	2	0	2	24.817	4	2	4	1	2	2	18,529	4				3	24
Helena	0	3	3	3,943	3	<u></u>	ò	'n	1	2	4.732	3	2	18,529	2	4	15
Houston	3	ō	3	121.875	14	ا ء	16	6	,	,		3	0	4,732	3	0	4
Kansas City	ň	3	3	9.100	2	0	10		4	4	56,250	()	5	56,250	-	5	41
Omaha	ı	2	3		ð	0	2	0	3	7	10,920	3	1	10,920	3	0	7
	ı ü	2	4	6,066	2	0	2	Ü	2	1	7,280	2	0	7,280	2	0	5
San Antonio	2	0	2	39,017	5	2	5	2	2	2	13,070	4	1	24,320	3	2	16
St. Paul	1	4	5	23,602	_ 7	1	3	1	_ 1	5	17,074	5	1 1	17,074	5	1	42
Sub-total	24	17	41	610,838	93	23	86	29	36	F335	339,588	65	₿30	362.088	49	29	268

Local Date of	· (6);			FP 8	FP		FP	1000	1 .E .E	Part-Time	Blo	Rio	Bio	1.90	ton	1.90	158 (A-159)88 F
WESTERN	ASC	COLO	Total	Capacity	WS	Guard	Tech	OA	Sun	Positions	Capacity			2767-14-12-12-13-13-13-13-13-13-13-13-13-13-13-13-13-			
Anchorage	0	1	1	3.033	1	Ö	1	U	1	0	3,640	11.11.22 E	1201	The of the fact that the first that the fact that	143	Jaco	Positions
Honolulu	1 1	1	2	7,582	i i	1	2	n	,	1	9,100		0	3,640	•	0	2
Los Angeles	12	1	13	552,850		19	74	27	20	24		4	U	9,100	2	1 1	7
Phoenix	1 7	4				19	(1	27	20	21	326,250	45	30	258,750	24	23	211
	1 4	1	3	77,758		3	12	3	5	2	37,059	10	3	48,309	7	4	32
Portland (OR)	1	0	1	28,125	4	1	4	1	1	0	11.250	2	1	11,250			0
San Diego	2	1	3	48,392	7	2	7	3	3	3	35,570	7	3	35,570		,	34
San Francisco	9	0	9	265,259	39	10	36	13	11	7	104,558	19	10			3	24
Seattle	1	3	4	42,051	7	1	5	1	4	2		13	10	115,808		11	98
	an :	2/1/20	1000	24005050	14'40	10000000			**	Z	27,960		2	16,710		1	16
Sub-total	O 1.00.	*,4 0 · ·		1,020,000	MAU	100 July	(明138)	48	47	36	555,387	93	49	499,137	60	44	399

GRAND TOTAL ASC COLO TOTAL 84 54 138	FP F

Notes:

^{1.} Two DBI machines in storage at Wilshire.

ATLA	ATLANTA DISTRICT																	
Site		Type		П	Staff	:	ł	i		Bio	Bio	Staff	Bio	06-1	96-1	Staff	8-1	Total
7 CC		OLASC CO.	<u>ч</u>	S N	Capacity	Guard	ā	OA Sup	Positions	Capacity	S X	Capacity	Tech	Capacity	S/M	Capacity		9
<u> </u>	Commingnam Commingnam	0700	1,517	-	1,517	0	0	0	-	1,820	-	1,820	0	1.820		1.820	0	
	Allanta	ASC	37,500	9	9,375		ιΩ	2	•	11,250	m	11,250	-	11,250	^	11 250	-	4
¥ X	Charlotte	ASC	18,750	က	9,375	-		-	0	11.250		11.250	,	11 250	, -	11,550		<u>.</u>
XAE	Charleston, SC	COLO	1,517	1	1,517	0	0	0	-	1,820	-	1.820	. 0	1 820		1 820		3 6
		Totals	59,284	11		2		3	3	26,140	9		2	26,140	5		2	24
BALT	BALTIMORE DISTRICT																	
Site		Type	윤	FP	Staff		FP		Part-Time	Ric	R	Stoff	, via	00.1	VO	Hoto	9	1
Soci		of ASC	Capacity	XIIS	Capacity	Guard]	_	QA Sup		Capacity	3/3	2	7	Canacito	3	Canacity		Doritions
XBA		0700	9,375	7	9,375				•	11 250	,	-	-	11 250	1-	11 250		
XBB	Glenmont	ASC	28,125	4	9,375	-		2		11,250	1 0	11,250	. ,	11,250		11.250		> *
XBC	Salisbury	COLO	1,213	-	1,213	0	0	0	-	1.456		1 456	- 0	1.456	٠,	1 456	- c	
		Totals	38,713	7	2	े क		3 2	2 8.5	23,956	2		~	23,956	-	22.	2	- 18
BOST	BOSTON DISTRICT																•	
910																		
200	Constion	ype		4	Staff					Bio	Bio	Staff	Bio	06- <u>1</u>	1-90	Staff	8	Total
200	Donton	700	-	2	Capacity	Suard	Ħ	OI.	Positions	Capacity	SIX	Capacity	Iech	Capacity	SIM	Capacity	Tech	Positions
	Doston	ASC	65,625	_	9,375	•	œ	3	-	11,250	က	11,250	· •	22,500	7	11,250	2	
X 20 1	Hartford	ASC	9,375	က	9,375	-		£	-	11,250	-	11,250	-	11,250	-	11,250		. ~
7 (Providence	ASC	4,549	m	4,549	*-	_	-	-	5,460	_	5,460	0	5,460	-	5,460	-	40
אפר	Manchester	O)O)	3,033	-	3,033				0	3,640	-	3,640	0	3,640	-	3,640	0	8
		lotais	82,582	44	P.	3	75	5	7. C 8. Sy	31,600	9	\$ 2500 m	2	42,850	S		4	33
BUFE	BUFFALO DISTRICT																	
Site		Time	02	52	77-10		1											
ď	Location	of ASC	Capacity	2/3	oldli one					90				S		Staff	06-1	Total
XBH	Buffalo		3 033	7	3 033			4	9	Albacity	<u>.</u>	>	ជ	Capacity	SM	Capacity	Iech	Positions
ΞX	Albany	0100	1.517	- ,-	1 517	,	- c		> +	200	- ,	2000	> (0,040		3,640	0	Ni
	Svracuse	000	1,517	• •	1 517	,		- •	- 1	1,820	- ,	0,870	٥,	1,820	_	1,820	0	~
		Totals	6.067	67	2	٥		- 6	- 6	1,020	- 9	1,820	3	1,820	- -	1,820	0	7
									One Control	1400 E	2	The second second	2	- (0×00	3			۵
CLEVE	CLEVELAND DISTRICT																	
		Type		FP	Staff		FP		Part-Time	Bio	Bio	Staff	Bio	1.90	1.90	Staff	00-1	Total
Φ	Cocation	of ASC	₹		<u>×</u>	Guard	Lech QA	ans 8	Positions	2	WIS	2		Capacity	27	2	Tech	Positions
	Cieveland	ASC	6,067	7	6,067	0	-	-	_	7,279		7,279	Ť	7.279		14	-	2
3 X	Cincinnati	9 0	3,033		3,033	0 0	- 0	_	0	3,640	_	3,640	0	3,640	_	3,640	0	N 04
Т	200	Totale	44 444	-	2,344	ľ) c		-	2,813	-	2,813	٥	0	0	0	0	~
		Simo:	11,000	*			7	3.5	7	13,732	3	4	\$ P. P. P.	10,919	7		-	9.

DETR	DETROIT DISTRICT																		
Site		Type	dd	FP	Staff		FP.		Part	Part-Time	Bio	Bio	Staff	Rio	66.	1-00	Staff	00-	Total
Code	Location	of ASC	Capacity	W/S	Capacity	Guard	Tech	A A C	Poe-	-	Capacity	3	*	1	Consoliti		1000	200	10101
Š	Detroit	(0)	1000	,	1,00			ì	*		T ANALY	T T T		7	אפאפא	<u>.</u>	Kapacity	S S	FOSTI OUS
	10.00	2	C71 '07	?	C/2,8	-	4	. 74		_	22,500	~	11.250	~	11.250	-	11.250	Ţ	12
₩ QX	XDM Grand Rapids	ASC	6,067	7	6.067	-	,-	0		_	7 279	-	7 270		7 279		7 270		! "
	*Sault St. Marie POE	Olos	10.000		o	0	Ċ		· c		<u> </u>	- c	·	- c	Ž c	- 0	200	- (
		Totals	44.192	y			L		, 6		20 770	,	,	1	0	1		9	
	* Note - INS staffs POE	Ä		}		•			,		43,113	7		ş	67¢'2L	7		7	17
MIAMI	MAMI DISTRICT	Į.					,												
Site	-	Type	FP	FP	Staff		FP		Part	Part-Time	Bio	Bio	Staff	Bio 1	1.90	1.90	Staff	00	Total
Code	Location	of ASC	Capacity	S/M	Capacity	Guard	Tech	OA S	Sim Doe		A vene		Canadita	2	2000		1	2	
XMA	Miami - Hialeah	O O	37.500	٥	0 375			•	7		ימאמרווא		XIIVE TO		Adulta	_	Capacity	190	Rositions
*		2	מאני זה	0	0,0	-	ဂ	N		N	11,250	4	11,250		11,250	-	11,250	_	5
XMB	Miami - Biscayne	ASC	56,250	ဖ	9,375	_	7	~		-	11.250	4	11.250	-	11.250		11 250	-	7
S X	Miami - Sweetwater	ASC	28,125	ß	9,375	τ	4	-			11,250	~	11 250		11.250	-	11 250	. ,	· •
XW X	XMD Ft Lauderdale	ASC	46,875	Ŋ	9,375		9	8			11 250) er.	11.250		11 250	- +	11.050		
X	Orlando	ASC	18,750	n	9.375	 -	m		_		11 250		11 250		11.050		71,150	- ,	 2 c
XIE	Tampa	ASC	18.750	2	9.375	-		•	_	, ,	21, 17		300	- ,	2 4 6	- ,	0.7	- ,	-
C	Olly Cocycle	7	200			- (٠ د	- ,	_		003.1	-	007'		007	_	067, 11	_	φ
	Cachadrian Carama	3	5,035	_	5,033	>	-	O	_	0	3,640	_	3,640	0	3,640	-	3,640	0	74
> LWY	west Faith Beach	ASC	9,375	က	9,375	_	7	·-	_	_	11,250	-	11.250	-	11.250	•	11,250	-	oc
XRD	XRD Miami Airport POE	၀၂၀	9,100	4	9,100	0	Ψ-	0		တ	0	ò	0	0	0	0	<u></u>		۸ (
		Totals	227,758	37	A. L. A. A. A.	7	32	10	9	12	82,390	17.		7	82,390	8		下	84
																	7		

NEW ORLEANS DISTRICT																	
Site	Type	FP	FP	Staff		FP		Part-Time	Bio	Bio	Staff	Rio I	1.90	1.90	Staff	1.00	Total
Code Location	of ASC	Capacity	S/M	Capacity	Guard	1 Tech O	A Sun	Positions	Canacity	2/3	Tanan II	1	value ne	2///	orani e	700	Don'tions
XNA New Orleans	0700	3,033	C4	3,033	-	-	 -	-	,	-	1	, 	2 640	<u>-</u>	2 6.40		SHOW S
XNB Ft. Smith	0700	3,033	-	3,033	0		<u>ب</u>		3.640	• •	2,640) c	2 6	- •	2 6	> <	+ (
XNC Jackson, MS	0700	1,875	-	1,875	0	0	0		2,250	-	2,55) c	} 5 5	- c	2	.	? 1
XND Memphis	0700	3,033	_	3.033	0	, ,			3,640		3,640) c	200	> +	2 0	.	- 0
XNE Nashville	COLO	3,033	-	3,033	-	. .	. ~		3.640		3.640) C	3,640		3640) c	· ·
XNF: Louisville	COLO	3,033	-	3,033	0	7	-		3,640		3,640	. 0	3,640		3.640) C	* 67
	Totals	× 17,040	7		2	5 0	5	\$ 6 & Shipp	20,450	9		0	18,200	5			, 8

SALISIO VINS																		
Site			IJ.	Fр	Staff		FP		Part-Time	Bio	Bio	Staff	Rio	06-1	1-90	Staff	-00-	Total
Code	ocation	_	Capacity	S/M	Capacity	Guard	Tech	JA Sur	o Positions	Canarity	3	Modera	, L	11000	2 3	7	2	l Otal
XNG	New Rochelle		28 125	V	0 375	-	,	,	-	0.00	ļ		1	אמאמאייייייייייייייייייייייייייייייייי	9	Advanta	132	8
3	Description of		2000	· ;	2 10 10	- 1	+ ;	_	_	2021	'	007,11	-	062,11	-	11,250		6
2	D CONINI	١ ٢	0/8/17	4	9,375	Nŧ	4	4	m	11,250	<u>ო</u>	11,250	-	22,500	n	11.250	~	28
2	Bronx	ASC	37,500	9	9,375		ĸ	2	_	11,250	3	11.250	-	11.250		11 250		
XX	Manhattan T	ASC	46,875	9	9.375	0	G	2	•	11 250		11 250		11 250	• •	14.250		4 (
	Hempstead	ASC	18.750	67	9.375	-	(Y	•	• •	41,150	1 0	200	~ ~	200	- ,	200		<u> </u>
YNN.	Oregon / James	000	0 10 0		2 6	- ())	- (007	7	007'11	_	002,11	_	062,11	-	
	doells/Jallialca	700	00,200	.	6/8/8	N	_	2	2	11,250	~	11,250	_	11,250	-	11,250	_	17
N X	Jackson Heights	ASC	37,500	ဖ	9,375	2	ις.	2	-	11,250	Ŋ	11,250	-	11,250	-	11,250		<u></u>
	JFK Airport POE	COLO	37,500	8	9,375	0	4	2	9	0	0	0	0	. 0	0	0	0	<u>.</u>
		Totals	384,375	98		6	48	6 10	164.3	78,750	16	The second	7	90,000	6		8	114

NEWARK DISTRICT								ļ									
City I																	
b. '	ype	۳.	d.	Staff		ũ		1	L								
Code [Location	Of ASC	Canarita	WITE		_				_	<u>л</u>	Staff	Bio	06-	<u>6</u>	Staff	06-1	Total
	X	KUNDAUX	9	Capacity	Suara	GCD	2A Sur	OA Sup Positions	Canacity	3	Canacity	Took		27.5			
COWSTX	ASC	112.500	12	9.375	ç	ç	c			1	KENERITE	1	אם המרווא	3	Capacity	Tecn	Positions
XNP: Hackensack	VVV	10 750	! ‹	200	4 -	2 .	y	7	000,22	20	11,250	7	22,500	~	11.250	٠	27
	?	20,0	¥	3,3/5	,	m	-	_	11 250	•	4 200	,		, ,	1	ı	ì
ARE Newark Airport POE	0.00	9,100	8	9 100	c	•		> 0	200	- (007'11	_	052,11		11,250	-	ထ
	Totale	440.350	6		,	Ì	- - -	P	0	0	0	0	0	0	0	0	÷
	Crais	1000	77		21		5	-	33.750	0		·	A14.00	í	,	,	
I WO FF Workstations are manual (ink) vice DRI	manual (int	C vice DRI							1				33,750			m	46
HILADEL PHIA DISTRICT																	
Cit. 1																	
	Ype	4	ū	Staff				1	L								
Code ILocation	4000					_		Laur-Ime	200	80	Staff	Bio	06-1	60.	Staff	007	1000
	Y Y	ABDECITY	2	Capacity	Guard	Tech O	A Sum	Doctions			-					2	200
XPA Philadelphia	ASC	37.500	ď	0 375					1	2	Lapacity	G G	Capacity	S	Capacity	Tech	Positions
Distaherent			, -	2	_	n		· 	11.250	er.	11 250	•	44 050	· •			
Life Control	ASC	4.550	N	4.550		_	•	•		, ,	2	-	00.7	_	007	_	7
XPC Charleston WV	0 00	4 2 4 2		2 2	- (- ,	-	>	0,40		5,460	0	5,460	_	5.460		٧
)	3.4.	_	512	5	0	0		1 456	•	4 450	(. ,	2 1	• 1	+
XFD Dover	ASC	1.517	-	1 517	c			- (2	_	00+1	>	1,456		1,456	0	₹
KPE York	Ç	17.7	٠,		> (- -	-	5	1,820	-	1,820	0	1.820		1 820	c	
		12.	-	/[6]	o	0	←	0	1,820	-	1 820	c	1 820		7	•	- ,
	- lotals	46,297	-	24	2		,		24000	ŀ		,	377		1,020	2	-
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2	otal 1100 200 3
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•	1-90 1 0 0 0
	Staff Capacity 1,456 1,820 0
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	1-90 2apacity 1,456 1,820 0 0 3,276
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	0 S C S
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	Bio Capacif 1,456 1,820 0
	Time
	Part-
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	Staff Capacity 1,213 1,517 0
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	FP 1 1 1 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1
	C Capacity W 1,213 1,517 1,517 10,000
	Type of ASC COLO COLO COLO Totals
3	2 4 0 0 6 L
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LAND (ME) DISTR	Code Location of ASC XPJ Portland, ME COLO XPK St Albans, VT COLO *Houtton Port of Entry COLO Totals *Note - INS staffs POE
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¥		ASC	37,500	4	9,375		٠Ċ	7	•	-	22,500	ო	11,250	2	11,250	-	11,250	-	5
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X		ASC	65,625	7	9,375	7	ဆ	က	04	-	33,750	9	11,250	ო	22,500	2	11,250	2	7.
XRB	LAX Airport POE	COLO	9,100	9	9,100	0	•	0	-	ထ	0	0	0	0	0	0	0	0	10
		Totals	552,850	89		13	1.1	17	70	21	326,250	45		30	258,750	24	:	23	211
HOE	PHOENIX DISTRICT																		
Site		Tvpe	FP	FP	Staff		Ę.		۵	Part-Time	Bio	Bio	Staff	Bio	06-1	06-1	Staff	06-1	Total
Code	Location	of ASC	Capacity	S/M	Capacity	Guard	Tech	₽ O	Sup	_	Capacity	N/S	۲.	Tech	Capacity	WIS	Capacity	Tech 1	Positions
XPE	Las Vegas	ASC	28,125	က	9,375	-	4	-	-	-	11,250	N	11,250		22,500	2	11,250	7	Ę
XPG	Tucson	ASC	6,067	7	6,067	۴	- -	0	_	-	7,279	7	7,279	τ-	7,279	-	7,279	-	9
XPH	Reno	0700	3,033	-	3,033	0	-	0	-	0	3,640	,	3,640	0	3,640	-	3,640	0	7
•	Yuma	ASC	3,033	-	3,033	0	_	0	-	0	3,640	_	3,640	0	3,640	-	3,640	0	~
χ Ω	Phoenix	ASC	37,500	4	9,375	-	2	7	-	0	11,250	4	11,250	-	11,250	2	11,250	-	7
		Totals	77,758	Ξ		3	12	က	ις.	2	37,059	9		3	48,309	7		4	32

SNI

	CAN LAND IOR DISTRICT	KICI																
X Code	E Location Portland OR *	Type of ASC	FP Capacity	2 03	Staff Capacity	Guard	FP	S AG	Sup Positions	e Bio	Bio	Staff Capacity	Bio	F-90 Capacify	1-90 W/S	Staff Capacity	Tech	Total
L		Totals	28 125	7 4	9,3/5	-	4		0	11,250	\dashv	11,250	τ-	_	_	11,250	1	6
•	 Two FP workstations are manual (ink) vice DB 	are manual	(ink) vice DBI	4			+		1 1 0	11,250	7		-	11,250	2		1	6
SAN	SAN DIEGO DISTRICT																	
Site		Type	65	22	Chaff													
Cod	44	of ASC	Capacity		Canarity	Page 5	7 1 1				-	Staff	Bio	06-1	06-1	Staff	0 6 -l	Total
XSB		ASC	37,500		0 375		7	41	SUCILISON die	_	=	Capacity	Tech	Capacity	N/S	Capacity	Tech	Positions
XSC	-	ASC	9.375		375		o c	۷,	,- ,	22,500	4	11,250	2	22,500	7	11,250	7	4
QSX	_	0700	1,517		1,517	- c	N C	- c		11,250	27	11,250	_	11,250	-	11,250	γ-	∞
		Totals	48,392	7		2	-		3	35 570		1,820	0	1,820		1,820	0	2
SAN	SAN FRANCISCO DISTRICT	TOIN TOIN											,	00,00	#		2	24
Site		1								`								
20	Code	200	È	<u>.</u>	Staff	•	<u>.</u>		Part-Time	e Bio	Bio	Staff	Bio	06-1	1.00	Staff	90	1777
XFB	Oakland	Serio	Capacity	Sign Sign	Capacity	Guard	Tech	OA Sup	_==	O		Capacity	Tech	Capacity	8/8	Canarity	2 1	lotal Docietone
X) (V	00,200	ο (9,375	₹~	~	2	-	11,250	_. د	11,250	-	11,250	-	11 250	-	
XFD) O O	0,007	N 6	6,067	_	.	0	0	7,279	÷	7,279	_	7.279		7 279		<u>t</u>
X		000	407.0	۷,	9,373	τ- ·	7	-	_	11,250	-	11,250	.	11,250	2	11.250		> α
X	Modesto	000	40,123	4 (3,5/5		4	~	-	11,250	7	11,250	-	11,250	2	11 250		, ,
XFG	Fresno	000	37.500	٧,	0,000	, .	2 :	-	0	11,250	~	11,250	~-	11,250	2	11,250		-
XFI	Bakersfield	A S	25,50	+ c	0,00	- ,	ρ,	~ .	_	11,250	ო	11,250	-	22,500	2	11,250	. 2	. [
Z Z		ASC	46 875	v 5	0,007	·- c	, (0 (0	7,279	-	7,279	-	7,279	N	7,279		1 60
XTE	San Jose	ASC	65,625		0,375	u +	0 0	V (N •	11,250	m ·	11,250		11,250	7	11,250	-	5
		Totals	265,259	39		- 0		Į.		005,22	~	11,250	7	22,500	2	11,250	2	19
į									,	104,006	2		9	115,808	16		÷	98
SEAT	SEATTLE DISTRICT																	
orte	,	Type	G.	FР	Staff		E		Part-Time	Ric	Sig.	Ctoff	100	00.			Ì	
9	Coation	of ASC	ند	N/S	>	Guard]	`i	OA Sum		Ĉ	2//8	-	0 4	200				Total
XST	Seattle	ASC	37,500	4			į.	-		-	3		I GCI	rapacity	<u> </u>	<u> </u>	Tech	Positions
XSF	Spokane	0700	1,517	_	1.517				> +	44,000	÷ •	067'11	N (11,250	_	11,250	-	7
XSG	Richland	0700	1,517	-	1517	· c			- 0	020,	- '	1,820	0	1,820	<u> </u>	1,820	0	~
XSH	Yakima	COLO	1,517	-	1.517	, c		- F	> +	028,	- ·	1,820	0 0	1,820	_	1,820	0	-
		Totals	42,051	1		1		1	- 2	020,	- -	078	2	1,820	+	1,820	0	2
										00617		1.65	7	16,710	4		-	16
Wester	Western Region Grand Totals	卜	1.025,050	140	100	37	130	0		100000								

AMENDMENT OF SOLICITATION/M	ODIFICATION OF	CONTRACT	1. CONTRACT ID CODE	=	PAGE OF PAGE
2. AMENDMENT/MODIFICATION NO. Mod 0044	3. EFF. DATE 01/23/2003	4. REQUISI PRO-3-000	TION/PURCHASE REQ. N	O. 5. PROJEC	1 2 CT NO. (If applicable)
S. ISSUED BY CODE	HQPRO		MINISTERED BY (If other th		E HQPRO
Immigration & Naturlization Svc					E HOPRO
Headquarters Procurement		I	nigration & Naturlization Sy		
425 I Street NW Room 2208			dquarters Procurement Di	V	
Washington, D.C. 20536		1	I Street, NW Room 2208 shington, D.C. 20536		
		, , , ,	imigion, D.C. 20006		
NAME AND ADDRESS OF CONTRAC		nty, State and Zi	o Code) 9A. AMEND	MENT OF SOLIC	ITATION NO.
VINNELL CORPORATION TIN: 54146	7670				
Attn: Michael Uster			9B. DATED	(SEE ITEM 11)	
12150 E. Monument Drive					
Suite 800 FairFax VA 220	•••		1 +		NTRACT/ORDER NO.
)33		X COW-S	9-C-0015 /	
	ACILITY CODE			(SEE ITEM 13)	07/01/1999
			NDMENTS OF SOLICITAT	IONS	
The above numbered solicitation is amended tended. Offers must acknowledge receipt of the By completing Items 8 and 15, and returning brillted; or (c) By separate letter or telegram with BE RECEIVED AT THE PLACE DESIGNATE NUR OFFER. If by virtue of this amendment your or letter makes reference to the solicitation. ACCOUNTING AND APPROPRIATION.	copies of the co	e hour and date spe e amendment; (b) B e to the solicitation a DF OFFERS PRIOR fer already submitte and is received price	cified in the solicitation or as a y acknowledging receipt of this nd amendment numbers. FAII t TO THE HOUR AND DATE S	amendment on eac URE OF YOUR AC SPECIFIED MAY RE	the following methods: th copy of the offer CKNOWLEDGEMENT
	re Ortire (ii roquirea)				
			NET CHANGES: \$ 0.00		
13. THIS	ITEM APPLIES ONL	Y TO MODIFICA	TIONS OF CONTRACTS/	ORDERS	
IT MO	DIFIES THE CONTR	ACT/ORDER NO). AS DESCRIBED IN ITE	Vt 14	
A. THIS CHANGE ORDER IS ISSUED PUR ORDER NO. IN ITEM 10A.	SUANT TO: (Specify a	uthority) THE CHAN	IGES SET FORTH IN ITEM 14	ARE MADE IN TH	
B. THE ABOVE NUMBERED CONTRACT/O appropriation date, etc.) SET FORTH IN	ORDER IS MODIFIED TO	REFLECT THE A	OMINISTRATIVE CHANGES	(Such as changes i	paying office,
C. THIS SUPPLEMENTAL AGREEMENT IS	ENTERED INTO PURS	UANT TO AUTHOR	OF PAR 43.103 (b).	····	
D. OTHER (Specify type of modification and	authority)	-		***************************************	
Mutual Agreement of the Parties	· · ·				•
IMPORTANT: Contractor X is not	is required to s	ign this document a	nd return	copies to issuing off	ice.
DESCRIPTION OF AMENDMENT/MO ADP Support Services	DIFICATION (Organia	zed by UCF section	headings, including solicitation	/contract subject m	atter where feasible.)
1. This modification re	evises Attach	ment (3).			
2. Revised Attachment	(3) 32523 11	74/2022			
	15), dated 1/	∠4/2003, i	s hereby incorpo	orated into	and
made part of COW-9-C-00.	repracing	all previo	us versions of A	Attachment	(3).
The revised attachment of	changes the t	otal numbe	r of Vinnell sta	aff from 1,	085 to
1,000 for a net decrease	e or seventee	n (17) con		The change	
specified in the attache	ed summary.				
t as provided herein, all terms and conditions of	f the document reference	ad in Ham OA 404	ne hamilet		
of as provided herein, all terms and conditions of A NAME AND TITLE OF SIGNER (Type	or print)	ACA	as neretorore changed, rema	ins unchanged and	in full force and effect.
	o. prany		NAME AND TITLE OF CO Vladan M. Kar	NTRACTING OF	FICER (Type or print)
B. CONTRACTOR/OFFEROR	15C. DAT	E 16P	INITED STATES OF	fina.	
•	SIGN	IED	UNITED STATES OF AME	RICA	16C. DATE
(Signature of normal authority)	i	BY			SIGNED
(Signature of person authorized to si	gn)	I .	(Signature of Contrac	ctina Officer)	ニモリノろバグミ
Vendor Official	Requestor			ARD FORM 30	

AMENDMENT OF SOLICITATION/MOD	DIFICATION OF CONTR	ACT - Continuation	1. CONTRACT ID CO	DE	
2. AMENDMENT/MODIFICATION NO.	3. EFF, DATE	4. REQUISITION/PL	JRCHASE REQ. NO.	PAGE OF	DAGED
Mod 0044	01/23/2003	PRO-3-00000		2	PAGES 2

- 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
 - 3. All other terms and conditions of the contract remain unchanged.
 - 4. Point of contact for this modification is Jeanette Housen, (202) 305-3113.

INS Fingerprint Program Summary

		(FP	FP		FP			Part-Time	Bio	Bio	Blo	1-90	1.90	1-90	Total
	ASC	COLO	Total	Capacity	WIS	Guard	Tech	QA	Sup	Positions	Capacity	WIS	Tech	Capacity		11.0	the state of the s
Atlanta	2	2	4	59,284	11	2	8	3	4	3	26,140	6	2	26,140		2	24
Baltimore	1	2	3	38,713	7	1	6	3	2	2	23,956	5	2	23,956		2	18
Boston	3	1	4	82,582	14	3	12	4	5	3	31,600	6	2	42,850		7	33
Buffalo	0	3	3	6,067	3	0	1	0	3	2	7.280	3	0	7,280		ň	33
Cleveland	1	2	3	11,444	4	0	2	0	3	2	13,732	3	1	10,919		1	0
Detroit	2	1	3	42,674	6	2	5	2	2	1	27,960	3	2	16,710		2	16
Miami	7	2	9	209,008	37	7	30	11	9	10	82,390	17	7	82,390		7	81
New Orleans	0	6	6	17,040	7	2	5	0	5	6	20,450	6	0	18,200		΄ ΄	18
New York	7	7	8	384,375	56	9	48	16	10	16	78.750	16	7	90,000			
Newark	2	1	3	140.350	22	3	17	6	4	9	33.750	9	3	33,750		3	114
Philadelphia	3	2	5	46,297	11	3	6	2	4	2	21.806	7	4	21,806		3	45
Portland (ME)	0	3	3	12,730	3	0	0	n	1	2	3,276	2	΄,	3,276		2	20
San Juan	1	2	3	9.101	4	1	1	ñ	3	ñ	10.919	4	1			,	3
Washington DC	1	1	2	59,283	7	1	Ŕ	3	3	ž	26,140	6	2	10,919		1	/
	30	29	59			20 Y 6 F	149	50		60	408,149	93	30	14,890			20 414

				, FP	FP		FP	212		Part-Time		Blo	Bio	1-90	1.90	1-90	Total
<u>CENTRAL</u>	ASC	COLO	Total	Capacity	W/S	Guard	Tech	QA	Sup	Positions	Capacity	WIS	Tech	Capacity	WS	Tech	Positions
Chicago	6	3	9	169,441	27	6	24	8	9	10	102,408	16	10	79,908	9	7	74
Dallas	4	1	5	110,707	14	4	16	6	6	4	65,350	10	6	65,350		5	47
Denver	3	1	4	35,404	8	2	5	2	3	3	19.986	5	1	19,986		1 2	18
El Paso	3	0	3	48,116	6	3	7	3	3	2	23,989	6	3	35,239		3	24
Harlingen	2	0	2	15,442	4	2	3	1	2	2	18,529	4	2	18,529		1 2	14
Helena	0	3	3	3,943	3	0	0	0	1	3	4,732	3	ő	4,732		ا مَا	, , ,
Houston	3	0	3	121,875	14	3	16	6	4	2	56,250	7	5	56,250		5	41
Kansas City	0	3	3	9,100	3	0	2	0	3	1	10.920	3	1	10,920	_	امًا	7,
Omaha	0	2	2	6,066	2	0	2	0	2	1	7,280	2	0	7.280	i	اما	5
San Antonio	2	0	2	39,017	5	2	5	2	2	2	13.070	4	1	24,320	_	2	16
St. Paul	1	4	5	23,602		1	3	1	1	5	17.074	5	1	17,074	5	1	13
Sub-total	24	17.	41	582,713	93	23	83	29	36	35	339,588	6.5	30		49	-27	263

					FP		FP	17 ,21	485 A	Part-Time	Blo	Bio	Blo	I-90	Lon	1.90	Total
WESTERN	ASC	COLO	<u>Total</u>	Capacity	Wis	Guard	<u>Tech</u>	QA	Sup	Positions	End boot Way County			Capacity			
Anchorage	0	1	1	3,033	1	0	1	0	1	0	3,640	1	0	3,640		0	2
Honolulu	1	1	2	7,582	3	1	2	0	2	1	9,100	2	0	9.100		1	7
Los Angeles	12	1	13	540,167	68	19	69	27	20	21	311,029	45	29	243.529	_	22	207
Phoenix	4	1	5	77,758	11	3	12	3	5	2	37.059	10	3	48.309		1	32
Portland (OR)	1	0	1	28,125	4	1	4	1	1	0	11,250	2	1	11,250		7	32
San Diego	2	1	3	48,392	7	2	7	3	3	3	35,570	7	3	35,570	_	;	24
San Francisco	9	0	9	244,991	39	10	34	13	11	7	102,739	19	9	102,739		10	
Seattle	1	3	4	42,051	7	1	5	1	4	2	27.000	7	2	16,710		'0	94
Sub-total	30	8	38	992,099	140	37	134	48	47	36		03		470,847	11	area de	16
						- 711 7.07.07.0				13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	. 9		1.01.4 25.	CONTRACTOR	004	200	·# 331

FP	

Notes:

^{1.} Two DBI machines in storage at Wilshire.

∢ [ATLANTA DISTRICT																		
'nĊ	Site	Туре	·	d	4.5	-	FP		Part-Time	Bio	Blo	Staff	BIG	1.00	Co.	Oto#	90	7.45-1	F
N Z	XAB Birmingham	O ASC	اد اد	_	Ö	Guard	딮	AS Sup	Positions	ပ		_	Tech	Capacity		ပ		ò	
×	:: ·	200 V		- 0	1,517	o ,		0	-	1,820	-	1,820	0	1,820			÷	_	n)
*	XAD Charlotte	000	000,70	0 6	2 5	_ ,		7	-	11,250	ო	11,250	۲	11,250	C¥	11,250		12	
*		၁၀	1,517	~	15/3	- c	m c	- c	O +	11,250		11,250	- 1	11,250	_	11,250	_	E	
_]		Totals		÷				- -	- •	1,820	-	1,820	0	1,820	-	1,820	0	2	
			ļ			-				70,140			7	26,140	20		2	24	
ď	BALTIMORE DISTRICT																		,
้		Type	Œ.	d.	Staff	100 100 100 100 100 100 100 100 100 100	8		Dat Til		-								
ଧ		of ASC	ပ		ပ	7 2 2		A 0	Doctions		9		<u>o</u>	6		Staff			
又		COLO			_		_:			. اذ	200	ΣĮ.	lech	Capacity	SI	Capacity	Tech	Positions	
×	XBB Glenmont	ASC	28.125	4	9.375	· -			> •	002,11	٠, ١	06711	<u> </u>	11,250	-	11,250		9	
뛰	XBC Salisbury	COLO	i	_	1,213	- 0		- 0	- 4-	1.456	7 -	11,250	- 0	11,250		11,250	 (Ξ.	
╛		Totals	38,713	_		-				22 058		904) ¢	430	-	1,456	٥		
			ı				ı	1	*	000'07	?		7	43,956	9		2	18	
띪	BOSTON DISTRICT																	-	,
Site	61	Tybe	FP	03	State		5		11.										
ပ	Code Location	of ASC	Capacity	18//6		•					9	Staff	Bio	06-1	06-1	Staff	06-1	Total	_
S S		200	מאפרווא	2	Vapacity	Diens	듸	ans vo	Positions	Capacity	S X	Capacity	Tech	Capacity	W/S	Capacity	Tech	Positions	
XBE		200	02,020	<u> </u>	9,375	, . .	ω,	2	-	11,250	က	11,250		22,500	2	11.250	^	18	
XBF		200	0,0,0	2 0	0/2/S		7		-	11,250	-	11,250	-	11,250	-	11,250	, -	? ∝	
XBC		ر د د د د د د د د د د د د د د د د د د د	4.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0.0		4,549		_	-	-	5,460	_	5.460	0	5.460	-	5.460		o u	
	-	0707	3,033	-	3,033	0	.	-	0	3,640		3.640	0	3 640	•	3,640	- c	, c	
]		lotais	82,582	*		3	12 4	5	3	31,600	9		2	42.850	140	2	,	32	
BO	BUFFALO DISTRICT																	3	_
200																			
2	1	ype	a.	<u>.</u>	Staff		FP		Part-Time	Bio	Bio	Staff	BIO.	1.00	I ou	27.73	200		
	., .,	OI ASC	Capacity	S	Capacity	Guard	Tech Q	QA Sup	Positions	Capacity	÷	Canacity		and a	200	1000		lolai	
2 2		COLO	3,033	-	3,033	0	-	+	0	3 640	-	3 640	÷	2 640	2 .	מאקים ב	3	POSITIONS	
\$ 5		0700	1,517	-	1,517	٥	0	-		1 820	_	820	> 0	2 6	- ,	0,040	> (7	
	Syracuse	COLO	1,517	-	1.517	0				200		0 000	> 0	020		1,820	0	~	
		Totals	6,067			0			6	070'	- -	1,820	-	1,820	-	1,820	0	2	
									,	1,400	*		0	7,280	6		0	9	
ᅴ	CLEVELAND DISTRICT																		
Site		Type	윤	FP	Staff	1	FP		Dart Time	2,0	c	77.7							
Code		73	Capacity	W/S	Capacity	Guard T	Tech OA	V Com		9			÷	8		Staff	0 6- 1	Total	
<u>ខ</u> ៈ			6,067	7	6.067			-	LOSIGOUS	- apacity) 일	>1	lech lech	Capacity	N/S	Capacity	Tech	Positions	
×		COLO	3,033	-	3.033) C	, c	- +	c	8/7'		7,279	<u> </u>	7,279	-	7,279	_	w	
Š	Columbus	COLO	2,344	_	2,344	0	- 0		> -	3,040		3,640	0 0	3,640		3,640	0	8	
		Totals	11,444	4				•	- 6	2,013	-	2,013	_ 	0	0	0	0	2	
			The state of the s		1	>			7		~	-	4		•	-			

Site Type Code Location of ASC XDK Detroit ASC XDM Grand Rapids ASC Sault St. Marie POE COLO	Ol.,	1 02	27-1-0		da da		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		7:0							
Location Detroit Grand Rapids Sault St. Marie POE			- - - -				Tary He	0	2	Staff	80	06-1	08-	Staff	06-1	Total
Detroit Grand Rapids Sault St. Marie POE		S)	Capacity	Guard	Tech	OA Sup	Positions	Capacity	W/S	Capacity	Tech	Capacity	S/M	2	Tech	Positions
Grand Rapids Sault St. Marie POE		س	9,375		4	2 1		22 500	•	11 250	,		-		-	4.2
*Sault St. Marie POE		7	4.549	-	_		· c	5 460		7 2	1 0	046.4		767	- ,	<u>.</u> -
Totals	10,000	-	0	0	. 0	0	· c	} c	- c	<u> </u>) C	2	- <	200	- c	t C
	42,674	8		2		2	•	27 060	1	,	Ť	40 740	,	,	,	۽ پار
* Note - INS staffs POE	4					١		2000	1		7	21,50	,		7	٥
MIAMI DISTRICT																
	FP	di	Staff		FP		PartTime	Blo	BIO	Staff	Bio	Uo	1001	26-16	00	Total
of ASC	Capacity	8/8	Canarity	Crain	Lach O	200		7				2			2	2
ΔCC	27 500	10	2250	7	7 ·	팅. 당.		Capacity	기 일	>1	EG	Capacity		\overline{x}	Iech	Positions
	2 1	•	0 0	-		-	7	11,250	4	11,250		11,250	-	11,250	-	5
<u> </u>	56,250	9	9,375		·-	~	-	11.250	4	11.250	-	11 250	,	11 250	,	14
rater	28,125	ιΩ	9.375	+	4	-	0	11 250		11 250		11.250		250		: ;
XMD Ft Lauderdale ASC	28.125	ı,	9.375	. •	٦			11.250		25.4	- ,	2,42	- ,	200	- ,	= ;
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こうかくつちつ	704	37,500	9	9,375	N)	ro N		-	11 250	~	11 250	·	11 250		11 250	-	
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	COLO	512	-	1,213	0	Ó	0		1,456	-	1.456	0	1,456	_	1.456	C	-
Dover	ASC	1,517		1,517	-	0	-	0	1.820	-	1 820	· c	1 820	· +	1 820	· C	۰ ،
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	-	Capacity	1,456	1,456	4,732		Canarify	22,500	22,500	56.250			06-1	Capacity	1,820	3,640	10,920		1-90	3,640	3,640	(,260		I-90 Canacity	22,500	1,820	24.320
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HELENA DISTRICT	Site Code oration		XHD Boise XHE Idaho Falls		HOUSTON DISTRICT	- (XHE Houston-Southeast		XHU Houston-Northwest		KANSAS CITY DISTRICT		de Location	Michia City	St. Louis		OMAHA DISTRICT		l Location	Des Moines		SAN ANTONIO DISTRICT		Location San Antonio	Laredo		
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ST. PAUL DISTRICT							INS	INS ASCs Central Region										
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STATEMENT OF WORK: BUREAU OF CITIZENSHIP AND IMMIGRATION SERVICES APPLICATION SUPPORT CENTER SERVICES

C.1 Introduction

The Bureau of Citizenship and Immigration Services (BCIS) is the agency within the Department of Homeland Security responsible for administering a variety of immigration benefits, including permanent resident status, naturalization, international adoptions, asylum, etc. Applicants make a formal request to the BCIS by filing an application with an established processing fee and appropriate documentation. BCIS provides applicants with immigration and related services, which include but are not limited to fingerprinting, photographing, collecting signatures and other biographical information, and providing forms and other information. Once an application is approved, the applicant is issued a document: Permanent Resident Card (I-551), Employment Authorization Document, Re-entry Document, or Naturalization Certificate. All documents issued by the BCIS have an expiration date, except the Naturalization Certificate.

One of BCIS' primary responsibilities is the administration of Application Support Center (ASC) operations nationwide. There are currently 136 ASCs throughout the US and its territories. The Sault Ste Marie and Houlton Point of Entry (POE) ASCs are staffed by BCIS and are therefore not included as part of this Statement of Work (SOW). While the primary activity of the ASC operation is to take fingerprints, photographs, signatures, and applications, additional support functions are likely as BCIS re-engineers a variety of processes.

C.1.1 Definitions

Application Support Center (ASC). A contractor leased facility at which fingerprints, photographs, signatures, and applications of people seeking benefits are collected. ASCs are staffed with a BCIS ASC Manager and a varied number of contract staff. The contract staff varies based upon location and projected applicant traffic. Contract ASC staffing ranges from a Site Supervisor and one or two fingerprint technicians (FT) at small ASCs to multiple supervisors, FT, quality assurance (QA) personnel, and guards at extra-large sites. If more than three FT are required, an appropriate number of QA technicians, and a security officer are required. ASC offices are categorized in four sizes: small, medium, large, and extra-large.

<u>Co-located ASC (COLO)</u>. A non-contractor leased facility located in a BCIS or other Government agency space at which fingerprints, photographs, signatures, and applications of people seeking benefits are collected. Workload is usually less than at a stand-alone ASC and staffing is generally a BCIS ASC Manager and a contracted Site Supervisor.

Designated Law Enforcement Agency (DLEA). A local law enforcement agency, e.g. state or local police or county sheriff, which enters into an independent agreement with the BCIS to take fingerprints of BCIS customers. Law enforcement personnel take fingerprints and obtain signatures. While DLEAs are a component of the total fingerprint program, this contract will not provide any services associated with DLEAs. A list of current DLEAs may be found in Attachment 1.

Mobile ASC Route. A BCIS outreach program whereby mobile routes service applicants in locations that are generally more than 100 miles from an ASC, COLO, or DLEA. The mobile units, mini-vans or sport utility vehicles, are leased by BCIS and provided to BCIS District offices. BCIS personnel and contractor ASC staff provides fingerprint services at pre-arranged locations, such as community centers, schools, and churches. In some instances, an ASC contractor will drive the mobile units to the fingerprint sites to meet the BCIS official, who provides oversight and other support as needed.

C.2 Background

In the past, the majority of fingerprinting services were provided by various private businesses, referred to as "Designated Fingerprint Services" (DFS). Prints were taken by DFS entities, then returned to the applicant to be forwarded to the BCIS with their application seeking an immigration benefit. Due to congressional concerns about the integrity of this program and process, Congress mandated its termination and required BCIS to administer a fingerprint operation internally. Fingerprints are now taken in the controlled environment of an ASC or DLEA.

English, U.S. Government, and history (civics) testing was conducted by outside providers in support of the naturalization program. BCIS terminated this outside examination mechanism in August 1998, also out of concern about the integrity of the program and process. In August and September 1998, BCIS piloted an examination (testing) process at five ASCs. Preliminary data tends to reflect such services could be provided in an ASC environment while maintaining the integrity of the process and without impacting the ASC's primary operational responsibility of taking fingerprints. No decision has been made whether this or other services will be provided at ASCs. However, citizenship testing at ASCs may occur under this contract in the future and will be considered to be within the scope of this contract.

In 1989, BCIS introduced a 10-year validity period for Permanent Resident Cards (I-551s). Each card issued after October 1, 1989 carried a specific expiration date. The task of replacing the I-551 was created to enable the Service to update various automated enhancements that had occurred within the timeframe, and to provide the permanent alien population and the community with the benefit of that technology. The I-551 Renewal Process consists of the receipt of a Form I-90 (Application to Replace Alien Resident Card), capture of biometrics Form I-89 (Card Data Collection Form), and issuance of interim documentation. Based upon the potential volume of these applications, and available resources, BCIS expanded the scope of the ASC mission to include the I-551 Renewal Process.

In 2000, ASCs began electronically capturing and transmitting digital fingerprints to process applicants for various immigration benefits. In 2001, in response to the Legal Immigration and Family Equity Act, digital biometrics data capture and electronic transmission at the ASCs was expanded to include photographs and signatures for processing of specific BCIS forms (245(i), I-485, I-765, I-131, and I-539). Based upon the potential for reduced timeframes needed by BCIS to process these forms as the result of using electronic transmission methods, BCIS may expand

full digital biometric capture (fingerprints, photographs, and signatures) to additional BCIS forms in the future.

C.3 Contract Purpose

The purpose of this contract is to obtain non-personal, professional and nonprofessional services, and supplies as necessary to operate and manage BCIS Application Support Center facilities.

C.4 Scope of Work

The contractor shall provide, in accordance with the requirements specified herein, all facilities (except for those co-located within another Government facility), training, personnel support, supplies, and equipment necessary to operate and manage the ASC facilities throughout the United States and its territories. The contractor shall provide all services specified in this SOW, as well as any other ASC-related services (as directed by BCIS policy/mission and/or congressional action) that may be incorporated through modification. Possible services that may be added include, but are not limited to, the following: (1) testing services, (2) Government forms distribution, and (3) information centers.

C.5 Task 1: Program Management

The contractor shall provide all management and administration as necessary to provide quality ASC services. This shall include, as a minimum, the following:

- a. General Project Management Services
- b. Facility Management
- c. Logistics Management
- d. Personnel Management
- e. Procurement Management
- f. Quality Control Program Management
- g. Training Program Management

C.5.1 General Project Management

The contractor shall provide general project management services consisting of all activities associated with the overall administration of the project to ensure its successful operation including, but not limited to, the following:

- a. Government Coordination. All activities associated with Government coordination and correspondence, e.g. meetings, presentations, and seminars.
- b. <u>Reports.</u> All activities associated with the preparation, data collection, development, presentation, and distribution for reports (reference Section C.10).
- c. <u>Invoicing.</u> All activities associated with invoicing, including assembling billing data, including all time and materials needed for preparing any responses to Government billing

rejection letters; generation, distribution, and tracking of invoices; responding to billing inquiries; tracking which deliverables and/or units have been invoiced and which have not; and invoice reporting.

- d. Government Furnished Equipment (GFE). All activities associated with the adequate care and safekeeping of all GFE and facilities acquired under this contract, including inventory, tracking, and reporting. Upon contract completion, GFE inventory data will be provided to the government.
- d. <u>Subcontracts.</u> All activities associated with managing subcontractors, such as identification and qualification thereof, negotiation and issuance of subcontracts, obtaining Government approval for their use, review of invoices, and ensuring compliance with the security and other requirements of this contract.
- e. <u>Support.</u> Overall contract support staff, such as clerical, secretarial, data analysis, legal, and administrative support.

C.5.2 Facility Management

ASCs exist in 136 locations throughout the United States and U.S. territories. The Sault Ste Marie and Houlton POE ASCs are staffed by BCIS and are therefore not included in this SOW. Fifty-four locations are COLO sites and 84 are stand-alone ASCs (82 contractor-leased ASCs, two GSA-leased ASCs). Locations of either type may be added, extended, or deleted throughout the life of this contract (the specific locations will be provided on individual delivery orders issued against this contract). The performing contractor under this contract shall assume the 82 ASC leases.

The contractor shall provide facility management services consisting of all activities associated with the management of ASC facilities (these facility management services apply only to those ASC facilities not co-located within other Government office space) as applicable, including, but not limited to: acquisition, e.g., lease of space in geographic locations specified by the BCIS; building code compliance; janitorial services; insurance; maintenance; utilities; and telephone services; furniture/fixtures/signage selection, acquisition, installation; and safety and security.

- a. <u>Lease Administration</u>. The contractor shall provide lease administration functions to include managing all substantive contact with landlords and agents to ensure compliance with lease terms. All existing leases shall be assumable, and the Government (including a negotiated handling fee) shall reimburse all approved lease and assumption costs, as contained in Section B. Lease monthly rental costs shall be a Direct Cost of this contract.
- b. <u>Facility Database</u>. The contractor shall develop and maintain a database of the status of all facilities leased under this contract. Upon contract completion, facility data will be provided to the government.
- c. <u>Leasehold/Facility Improvements.</u> Facilities shall be fully furnished and operational in accordance with Government site specifications and requirements. Leasehold improvements

shall be made, if necessary, to bring each facility to Government specifications and requirements. Once approved by BCIS, leasehold improvements shall be Direct Costs.

- d. Construction Management. The contractor is required to provide facilities meeting Government site specifications and requirements. Once directed, the contractor shall provide construction management services consisting of all activities associated with the construction of improvements/refurbishment/alterations to leased ASC facilities, including, but not limited to: obtaining building permits, providing architectural services, managing subcontractors, site visits, and ensuring compliance with appropriate city/state construction regulations. The costs associated with directed construction activities shall be billable to the Government as a Direct Cost.
- e. Maintenance. The contractor is required to provide facilities meeting Government site specifications and requirements. Repair and maintenance of facilities, and facility fixtures, shall be performed to keep each ASC in working, professional order and appearance in accordance with Government requirements. Daily janitorial services shall be performed to keep each ASC in a clean and professional appearance. All costs associated with the repair, maintenance, and daily upkeep of the ASCs shall be billable to the Government as Direct Costs.
- f. <u>Insurance</u>. Property insurance shall be provided for each ASC. Premiums and deductibles for the property insurance shall be billable to the Government as a Direct Cost. In the event of a loss or claim, the deductible shall be billable to the Government unless the loss is caused by the negligence of the contractor or subcontractor. Insurance coverage shall include the loss and replacement of negotiable instruments.
- g. <u>Security</u>. Alarmed security services shall be provided for each ASC. The security systems shall be connected to the local police and fire station. Provisioning and sustaining security costs are billable to the Government as Direct Costs.

h. ASC Facility Specifications

- (1) Americans with Disabilities Act (ADA) compliant.
- (2) Easily accessed by the public, e.g., strip malls and ground floor areas preferred.
- (3) Leased for an economic timeperiod (usually five years) with an option to extend the lease for an additional five-year period.
- (4) Located near major transportation routes (if possible, accessible to public transportation such as buses and subway systems).
- (5) Accessible to public parking.
- (6) Accessible morning, evenings, and weekends.
- (7) Be floored in tile or other durable surface to provide for heavy traffic and the moving of large equipment.
- (8) Compliant with all local building codes, e.g., fire, alarm, and sprinkler system.
- (9) Have heating, ventilation, and air condition (HVAC) systems capable of supporting LAN/WAN equipment, computers, electronic fingerprint scanners, and digital

- photographic equipment (approximately 50 to 90 degrees Fahrenheit with 20 to 80 percent humidity).
- (10) Be cleaned, e.g., trash removal, dusting, window cleaning, floor wash/vacuum, and bathroom maintenance, on a daily basis.

Have as minimum, two public restrooms (male and female), ADA accessible. (11)

(12) Have similar physical layout as follows: (a) waiting area with chairs (b) guard/receptionist area; (c) fingerprinting area; (d) space for counter/desk/computer workstation(s); (e) potential testing area; (f) staff break room; (g) restrooms; (h) computer and/or supply room; (i) Site Supervisor office; and (j) ASC Manager office. The computer and/or supply room, Site Supervisor's office, and ASC Manager's office shall have doors with locks. (See attachment 2 for facility floor plan samples.)

The I-551 Renewal/Replacement Program shall be located in the space originally reserved as the "potential testing area". The Government will review ASC space requirements if the scope of the contract expands to include testing.

- i. ASC Facility Data. The Government will specify the general locations, size, minimum number of employees, and workstations at each ASC. Attachment 3 contains this information for existing and planned ASCs. The current size standards of ASCs are as follows:
 - (1) Small Office, approximately 2,400 square feet
 - (2) Medium Office, approximately 3,600 square feet
 - (3) Large Office, approximately 6,000 square feet
 - (4) Extra-Large Office, approximately 11,600 square feet

ASC locations and sizes may be revised, added, or deleted as determined necessary by the Government.

j. ASC Hours of Operation. The standard hours of operation are as follows:

Stand-alone ASC Offices (except Cleveland, Manhattan, Sacramento, & Wilshire ASCs):

Sunday

Closed

Monday

Closed

Tuesday to Saturday

8:00 am to 4:00 p.m.

Co-Located ASC Offices to include Cleveland, Manhattan, Sacramento, & Wilshire ASCs:

Saturday and Sunday

Closed

Monday to Friday

8:00 am to 4:00 p.m.

Exceptions to the above hours for a specific ASC may occur and will be made by the COTR. The standard hours may change unilaterally for all ASCs, subject to an advanced, 30-day, written notification from the COTR.

C.5.3 Logistics Management

The contractor shall provide logistical management services consisting of all activities associated with approved travel for contractor personnel, such as planning, scheduling, and procuring airfare, lodging accommodations, and ground transportation. All invoiced travel costs must be itemized in accordance with the Joint Travel Regulations in effect at the time of travel.

C.5.4 Personnel Management

The contractor shall provide personnel management services consisting of all activities associated with staffing including, but not limited to: recruitment; advertisement; screening; interviewing; reference checks; payroll; benefits administration; security clearance coordination; and training coordination. See Section C.5.4.2 and C.5.4.3 for labor categories required. All personnel must meet security clearance requirements set forth in Section H.

The contractor shall develop and maintain a staff retention program that will encourage continued employment of qualified personnel. This program shall also identify and offer advancement opportunities for employees with promotion potential. Current staffing by location is identified in Attachment 3.

The contractor shall provide personnel who have sufficient experience, education, and skills to successfully complete the performance of work and manage operations at the ASCs. Personnel that offer bilingual capabilities will be pursued; as preferred candidates to help provide a range of languages for communicating with immigrants whose first language may not be English.

The contractor shall provide only personnel who are fully qualified, trained, competent, and cleared to perform their assigned work and who possess the minimum qualifications for each labor category. All training shall be provided at the contractor's expense. See Section C.5.7 for training requirements.

Personnel must be flexible, open, and responsive to procedural changes and cooperative in implementing and testing new technology and standard operating procedures as the functional responsibilities within the ASCs evolve.

C.5.4.1 Staffing

The contractor shall recruit and retain staffing levels to meet the requirements of the contract for each ASC. The contractor's organization shall consist of required project management personnel and direct labor (directly billable) on-site staffing at each ASC, and other authorized locations. The contractor shall manage available resources, ensuring the proper authorized security level (currently T3 for Form FD-258 and Biometrics processing and T2 for Form I-90 renewal processing). The contractor shall maintain an office within 50 miles of Washington, DC for the life of the contract, including option periods, if exercised. The On-Site Project Manager shall be a full-time position located at BCIS Headquarters, 20 Massachusetts Avenue, Washington, D. C. The Government will provide office space and supplies for the On-Site Project Manager.

C. 5.4.2 - Key Personnel - Minimum Personnel Qualifications

The contractor shall provide the six "key personnel" positions listed in this section. The Government must approve the personnel who fill these positions in writing prior to their commencing work. The contractor shall not directly charge the labor costs incurred by these personnel to the Government; rather, their labor cost shall be reflected in the indirect rates included in the direct labor categories contained in Section B. The contractor shall provide key personnel who possess the minimum requirements as follows:

Corporate Project Manager. (Full-time position) The Corporate Project Manager shall have a minimum of six (6) years of experience in managing complex, high dollar (\$1M or more annual sales) programs, projects, and/or contracts. The majority of this experience shall be obtained in the Government contracts environment. In addition, the individual shall possess a master's degree in business or public administration, planning, technical management, finance/accounting, or other related area. In lieu of a college degree and master's degree, a candidate must have an additional six years of experience in managing complex, high dollar programs, projects, and/or contracts.

On-Site Project Manager. (Full-time position located at BCIS Headquarters) The On-Site Project Manager shall have a minimum of three (3) years of experience in managing mid-(\$500K) to high-dollar programs, projects, and/or contracts. The majority of this experience shall be obtained in the Government contracts environment. The On-Site Project Manager shall possess a bachelor of arts degree in business or public administration, planning, technical management, finance/accounting, or other related area. In lieu of a college degree, a candidate must have an additional four years of experience in managing mid- to high-dollar programs, projects, and/or contracts.

<u>Facilities Manager</u>. The Facilities Manager shall have a minimum of three (3) years of experience in facilities management, to include experience in space requirements analysis; the acquisition, management, and closeout of real property leases; workspace design; facility alterations and repairs; acquisition of utilities and maintenance/janitorial services; and knowledge of federal, state, and local building codes related to fire, safety, security, building access by the disabled, etc. Knowledge of electronic facilities database management is desirable.

Logistics Manager. The Logistics Manager shall have a minimum of two (2) years of experience in personal property and/or general administrative support. Experience shall include actions including personal property/supplies needs analyses; and the acquisition, tracking/inventorying/reporting, maintenance and repair, and disposal of personal property. Knowledge of Federal property management regulations and experience in office re-locations is desirable.

Quality and Operations Manager. The Quality and Operations Manager shall have a minimum of two (2) years of experience in developing training requirements, preparing written training materials, and coordinating/scheduling formal classroom and informal, on-the-job training. The Quality and Operations Manager shall also have experience in preparing and monitoring internal procedures for adherence to government regulations and policies, and coordinating operational and administrative actions. Conducting field audits (especially ISO audits) is desirable experience.

<u>Finance Manager</u>. The Finance Manager shall have a minimum of three (3) years of experience related to budget execution, accounting, and/or financial management. Experience shall include the preparation of estimated needs and costs; use of financial management methods to track, monitor, reconcile, control, and maintain an audit trail of expenditures; and the preparation of billing invoices and expenditure reports. A basic knowledge of Federal appropriations law is required. The Finance Manager shall possess, as a minimum, a bachelor of arts degree in accounting, finance, business administration, applied mathematics, economics, or related area.

C.5.4.3 Direct Labor Categories Required

Contractor ASC staff shall consist of the following categories:

Site Supervisors. Site Supervisors are responsible for on-going day-to-day facility operations and supervision of assigned ASC. The Site Supervisor shall oversee facility operations, equipment, maintenance, contractor staff, and security. The Site Supervisor shall work directly with the ASC Manager to implement procedures and ensure integrity of the scheduling and taking of Form FD-258 fingerprints, Form I-90 application process, biometrics, and other immigration benefits operations in their facility, as identified in task orders. Site Supervisors shall have past supervisory experience prior to performance on this contract. At locations where less than four fingerprint technicians are located, the Site Supervisor shall perform the duties of the Quality Assurance Specialist. The Site Supervisor position is a SCA-exempt, professional or administrative position.

Quality Assurance Specialist. The contractor shall provide a fully trained individual who has knowledge of, and can apply, minimum FBI quality control standards. Duties shall include utilizing a quality control system to ensure that fingerprint and other immigration benefit processes are completed in accordance with acceptable principles of internal control, and meet specified, acceptable levels of quality as outlined in ASC/COLO Standard Operating Procedures. One Quality Assurance Specialist is required at all ASC locations where a minimum of four fingerprint technicians is assigned. The QA specialist position is a SCA labor category under wage determination number 01118, General Clerk IV.

Fingerprint Technicians (FT). The contractor shall provide FT who successfully completed the required training for performance of their task. Duties shall include scheduling, and rescheduling, as necessary, of applicants for Form FD-258 fingerprints, customer interface/greeting, initiation of forms related to fingerprint process, completion of the fingerprint process, and taking of photographs which will be electronically captured. FT shall be competent in using electronic fingerprint scanning and manual fingerprinting equipment. The contractor shall provide a sufficient number of FT at each ASC with valid state driver's licenses to support the mobile routes (see Section C.7.) The FT position is a SCA labor category under wage determination number 01117, General Clerk III.

<u>I-90 Processing Clerks.</u> The contractor shall provide I-90 Processing Clerks who successfully completed the required training for performance of their task. Duties shall include customer interface/greeting, in-take and initiation of documents related to the I-90 process, and completion

of the I-90 application process. I-90 Processing Clerks shall be competent in using all equipment and supplies required for the I-90 process, and shall be trained in the policies and procedures relating to the receipt and control of negotiable instruments and the issuance of filing fee receipts and/or interim documentation. The I-90 Processing Clerk position is a SCA labor category under wage determination number 01118, General Clerk IV.

Guard. The contractor shall provide one or more unarmed, uniformed security guard(s) at all stand-alone ASC locations with a minimum of four FT assigned. Guards are not required at COLO sites. Each guard shall have successfully met the required training (as required for registration in the State where performance will occur) and security clearances, and will maintain a neat and professional appearance. The guard position is a SCA labor category under wage determination number 27102, Guard II.

C.5.5 Procurement Management

The contractor shall provide procurement management services consisting of all activities associated with the procurement of supplies and services needed for operation of the ASCs, and not provided by the Government. The contractor shall procure, for reimbursement by the Government, all supplies, equipment, and furniture, including, but not limited to: modular furniture, general office supplies; fingerprinting supplies; copiers; facsimile machines; televisions and VCRs; electronic customer numbered waiting systems; American flags and stands; cabling; anti-fatigue mats; and indoor and outdoor signs. The Government will provide electronic fingerprint scanning equipment, digital photograph and signature equipment, computers, printers, and safes to the contractor. All such items procured by the contractor and reimbursed by the Government shall become the property of the Government and shall be returned to the Government upon contract completion. Open-market procurements must be properly documented to prove price competition was obtained, or justification for not obtaining competition. If use of GSA schedule is authorized, the contractor shall follow the requirements of FAR, Subpart 8.4. The contractor shall provide, at its own expense, refrigerators, microwaves, and other kitchen appliances and utensils necessary to stock the staff break room. The Government shall not reimburse kitchen appliance and utensil costs.

C.5.6 Quality Control Program

The contractor shall provide quality control and assurance services consisting of all activities associated with quality control including, but not limited to:

Form FD-258 Processing:

a. All FT (after the individual has been employed for one month or more as a FT) shall complete the processing of a minimum of five applicants per hour if doing manual (ink) or electronic fingerprinting (when the conditions of a steady flow of applicants exist). The processing shall include the completion of the masthead and the rolling of the fingerprints in compliance with FBI standards.

- b. The contractor shall maintain an overall national fingerprint productivity rate of five (5) prints per hour per FT (when the condition of a steady flow of applicants exists).
- c. The contractor shall maintain an overall national Form FD-258 reject rate not to exceed one (1) percent for unclassifiable fingerprints. The rate of one percent does not include cases where the applicant is clearly unable to provide a FBI-classifiable fingerprint. A FBI-unclassifiable fingerprint is defined as a print returned two times by the FBI as unclassifiable.
- d. The contractor shall provide Government-furnished customer service questionnaires to all FD-258 fingerprint applicants at time of fingerprinting, and maintain a secured container for collection of questionnaires. The Site Supervisor shall be responsible for the collection of these forms. The contractor shall maintain an overall national customer satisfaction rate of 85 percent (i.e., at least 85 percent of all responses indicate overall satisfaction with the fingerprinting services provided).
- e. The Government shall reject work failing to meet these standards, and the contractor shall be required to perform the work again at no additional cost to the Government. Repeated rejection of Form FD-258 cards is not acceptable; the COTR may replace employees whose cards are repeatedly rejected upon request.
- f. The contractor shall assign unique six-digit identifiers to each ASC contract staff member. The contractor will be able to monitor and track each employee's performance level based upon this unique six-digit identifier and three-digit ASC location (X) code.
- g. The contractor shall maintain quality control of all work performed, review the condition and appearance of output, check output for accuracy and consistency, and ensure completion of all steps in compliance with BCIS/FBI specifications. The Government shall reject work not meeting BCIS/FBI quality standards. Failure to deliver acceptable work may result in contract termination.
- h. The COTR, who must inform the Contracting Officer to issue a change-order in the event the modification has a cost impact, shall modify quality control procedures. As the ability of the Service to collect statistical performance data is enhanced through automation, the Government intends to bilaterally modify the contract in the next year or two to add "performance based service contracting" (PBSC) provisions. This will include monetary performance incentives and/or nonperformance deductions, a specific surveillance method, and maximum allowable degrees of deviation from the acceptable quality level (AQL) that can be associated with the performance standards listed in C.5.6(b) through (d) above.

Form I-90 Processing:

a. The contractor shall maintain an overall national Form I-90 productivity rate of six applications per hour per Form I-90 processing clerk (when the condition of a steady flow of applicants exists).

- b. The contractor shall provide Government-furnished customer service questionnaires to all I-90 applicants at time of processing, and maintain a secured container for collection of questionnaires. The Site Supervisor shall be responsible for the collection of these forms. The contractor shall maintain an overall national customer satisfaction rate of 85 percent (i.e., at least 85 percent of all responses indicate overall satisfaction with the I-90 services provided).
- c. The contractor shall maintain quality control of all work performed, review the condition and appearance of the output, check output for accuracy and consistency, and ensure completion of all steps in compliance with BCIS/Service Center specifications. The Government shall reject work not meeting BCIS/Service Center quality standards. Failure to deliver acceptable work may result in contract termination.

Biometrics Module Processing:

- a. The contractor shall maintain an overall national Biometrics Module productivity rate of six applicants per hour per FT (when the condition of a steady flow of applicants exists).
- b. The contractor shall provide Government-furnished customer service questionnaires to all biometrics applicants at time of processing, and maintain a secured container for collection of questionnaires. The Site Supervisor shall be responsible for the collection of these forms. The contractor shall maintain an overall national customer satisfaction rate of 85 percent (i.e., at least 85 percent of all responses indicate overall satisfaction with the biometrics services provided).
- c. The contractor shall maintain quality control of all work performed, review the condition and appearance of the output, check output for accuracy and consistency, and ensure completion of all steps in compliance with BCIS quality standards. Failure to deliver acceptable work may result in contract termination.

C.5.7 Training Program

The contractor shall provide training services consisting of all activities associated with the implementation of a training program for ASC services, including, but not limited to: procedural development; providing instructors, equipment, and supplies; logistical coordination of training facilities; printing and distribution of course material; and progress reporting. The contractor is not required to develop the content of the minimum staff training contained in this Section in paragraphs a through d, below — this content will be provided to the contractor by the Government. The Government, unless otherwise specified, shall not reimburse costs for training requirements in paragraphs a through e, below.

As a minimum, staff training shall be provided in the following areas:

a. Overview of ASC Mission. To include, as a minimum, an introduction to the BCIS (general history and applications' petitions affected by fingerprinting), the background of the ASC program, and a summary of the Naturalization Quality Procedures.

- b. Fingerprint Process. The contractor shall provide a fingerprint process session that has been certified by the FBI, to include, as a minimum; a description of the fingerprint work flow, forms of acceptable customer identification, fraudulent document recognition, manual FP techniques, electronic FP procedures; and masthead data completion. Upon completion of the FP training session, personnel shall be able to produce classifiable prints in accordance with FBI/BCIS policy and procedures.
- c. <u>Customer Service</u>. To include, as a minimum, professionalism, cross cultural sensitivity, problem resolution, non-verbal communication, ethics, and the prevention of sexual harassment.
- d. I-551 Renewal/Replacement Procedures. The contractor shall provide a training session, to include, as a minimum: a description of the renewal/replacement workflow; required documentation at the time of application intake; forms of acceptable customer identification; database name checks; fraudulent document recognition; manual fingerprint techniques; Form I-89 data completion; issuance of interim documentation; fee receipt; and tracking of security items to include negotiable instruments, extension stickers and stamps. completion of the training session, personnel shall be able to recognize and accurately notate a completed I-90 application, generate and complete Form I-89, perform required database name checks, and issue interim documentation in accordance with BCIS policy and procedures. ON A ONE-TIME BASIS ONLY, following issuance of the I-90 task order, the Government will provide instructors and student training materials for formal classroom instruction for ASC contractor and BCIS employees. The contractor shall be required to arrange for adequate facility space, in geographic locations specified by the Government, to train approximately 400 contractor and BCIS ASC personnel. The contractor shall obtain Government approval for, and arrange travel for approximately 240 contractor personnel to attend a one-day Form I-90 formal classroom training session. ON A ONE-TIME BASIS ONLY, approved contractor space rental and training travel costs associated with the formal Form I-90 classroom training sessions will be reimbursed by the Government. completion of the Government-provided formal classroom training, contractor expenses to comply with training requirements in this paragraph shall not be reimbursed by the Government unless to perform training at ASC/COLO locations excluded from the formal Government provided training.
- e. <u>Biometrics Procedures</u>. The contractor shall provide training to include, as a minimum: a description of the procedural workflow; required applicant documentation; forms of acceptable customer identification; fraudulent document recognition; electronic fingerprint techniques (press fingerprints); use of electronic fingerprint, digital photograph, and digital signature equipment, including "store and forward" transmission software; and quality control techniques. ON A ONE-TIME BASIS ONLY, following issuance of the biometrics task order, the government will reimburse the contractor for approved biometrics training costs to train current ASC employees on-site at all ASCs/COLOs. The government will reimburse only biometrics training costs that the ASC Program Manager has approved in writing prior to costs being incurred. Upon completion of the one-time only training, contractor expenses to

comply with training requirements in this paragraph shall not be reimbursed by the government.

FBI certified Quality Control training materials and a Student Training Manual shall be provided by the Government at time of contract award. The information contained in these materials is sufficient to meet the training requirements listed in paragraphs C.5.7(a) through (c). Student training materials sufficient to meet the training requirements listed in paragraph C.5.7(d) will be provided by the Government. The contractor shall prepare a Biometrics Training Plan (maximum of three pages, excluding a cover/approval page) and training materials for the requirements in paragraph C.5.7(e). The contractor shall provide a copy of the Training Plan to the ASC Program Manager for approval prior to commencing training. The government expects the contractor to utilize previous government-provided and/or equipment manufacturer training materials, as applicable, for the training in paragraph C.5.7(e).

If the contractor desires to alter government-provided training material or change the media (e.g., using a video version instead of a written manual), the contractor shall submit its changed materials within 30 days after contract award. Within 15 days of receipt of the Government's comments, the contractor shall submit a final training manual to be approved in writing by the COTR. This training manual shall be updated as deemed necessary by the Government. All training documentation developed by the contractor shall be Government property.

C.6 Task 2: Fingerprinting Services

Task 2(a) - Form FD-258 Processing:

In accordance with Government-approved training (as discussed in C.5.7), the contractor shall provide fingerprint services for U.S.citizens and non-U.S.citizens applying for immigration benefits at each ASC on a scheduled basis (scheduling of applicants for Form FD-258 fingerprint service shall be accomplished by the Government and the contractor on a coordinated basis). The contractor shall schedule applicants to have fingerprints taken at ASCs for Form FD-258 processing when provided the required scheduling information from the Government (usually the BCIS District Office). Scheduling includes initial scheduling and re-scheduling of applicants to be performed locally at the ASCs by the contractor to accommodate applicant re-scheduling requests, and to re-take FBI-rejected fingerprints and expired fingerprints (i.e., initial fingerprints were taken more than 15 months ago). Scheduling by the contractor shall also include fingerprint scheduling for special projects to include, but not be limited to, Temporary Protective Status programs and other immigration benefits programs mandated by Congress or BCIS, as specified in task orders.

This section summarizes the Standard Operating Procedures utilized in the ASCs, a copy of which will be provided to the contractor after award.

Fingerprinting services include customer identity verification, rolled or electronic fingerprinting, entry of masthead information, and control of the Form FD-258s as follows:

- a. <u>Customer Identity Verification</u>. Customer's identity shall be verified. Subsequently, an Alien Information Worksheet shall be distributed to each customer. The process shall be briefly explained and questions answered.
- b. Form FD-258 Completion. Masthead information shall be entered in the computer from the scheduling notice and fingerprint worksheet and verified for accuracy. Fingerprints shall be rolled by ink methods or electronically captured, as applicable. Prints shall be reviewed by quality control to ensure classifiability by the FBI. Upon completion, the cards shall be processed through the specified printer.
- c. Form FD-258 and Live-Scan Transmission. At the end of each business day, all electronic Form FD-258s shall be transmitted to the FBI for analysis. Manual fingerprints shall be sent via express overnight mail to the appropriate BCIS office for forwarding to the FBI. The contents of each mailing for manual fingerprints shall be logged in a manifest and tracked by customer name and Alien Registration Number. For electronic fingerprints, a Transaction Register shall be printed at the end of the day. The separate quantities of electronic and manual FD-258s shall be reported in a weekly report to the Government.

Task 2(b) - I-551 Renewal/Replacement Services:

In accordance with Government-approved training (as discussed in C.5.7), the contractor shall provide I-551 Renewal/Replacement Services for non-U.S. citizens applying for immigration benefits at designated ASCs on a walk-in basis. [When standardized process and procedures become available, the Government will schedule the applicants for this service, where feasible.] This section summarizes the Standard Operating Procedures utilized in the ASCs, a copy of which will be provided to the contractor.

- I-551 Renewal/Replacement Services shall include I-90 application review/intake, I-551 examination and customer identity verification, Form I-89 generation and completion, issuance of interim documentation, and completion and control of the I-90 Application, as follows:
- a. <u>I-90 Application Review/Intake</u>. The two-page application shall be reviewed for completeness to insure all data collection fields have been completed and required documentation is submitted: the expired/expiring ten-year I-551 Card; the processing fee, payable in check or money order; a two-sided copy of the I-551; and two photographs.
- b. <u>I-551 Examination and Customer Identity Verification.</u> The applicant's identity shall be confirmed and the authenticity of the expired/expiring I-551 shall be verified. The I-551 shall be compared to the front and back copy, and the appropriate application shall be annotated accordingly. The applicant's name shall be checked through an Interagency Border Inspections System (IBIS) query to determine eligibility.
- c. Form I-89 Generation. An impression of the right index finger shall manually be placed on Form I-89 within a template. The applicant's signature shall also be taken within that template. Information on the Form I-89 shall be completed. Form I-89 shall be verified for

accuracy. Upon completion, Form I-89 shall be assembled with the application and required documentation.

- d. <u>Issuance of Interim Documentation</u>. A secure, serialized sticker shall be affixed to the expired/expiring I-551. Entry of information including, but not limited to the following, shall be made into a database tracking system: the serial number, A-Number on the I-551, name of applicant, issuing technician, and other pertinent data.
- e. Reconciliation. At the end of each business day, the contractor shall work with the ASC Manager to account for the daily I-90 receipts, and reconcile sticker inventory. Daily manifests tracking each specific sticker number issuance with A-Number and applicant name shall be co-signed by both the Site Supervisor and ASC Manager. The available sticker inventory shall be compared against the number of stickers issued and voided during the day to verify inventory levels, and reconciliation shall be completed. If discrepancies occur, reasonable efforts will be made to establish reasons for discrepancy. If reconciliation cannot be established then a report must be furnished as to the discrepancy, fee remittances, and sticker numbers involved, and indicating the efforts that were made to reconcile. Both the Site Supervisor and ASC Manager shall co-sign the reconciliation report.
- f. Form I-90 Mailing. At the end of each business day, all of the Form I-90 applications shall be sent via overnight express to the appropriate BCIS office (for data entry, receipt generation, and adjudication). Where late night pick-up is not available for application and fees received after the last scheduled pick-up, the ASC Manager shall be notified and the applications and fees will be secured in an approved safe. The applications and fees will be appropriately dispatched the following business day. Each mailing shall be logged and tracked in a dated manifest, content of which will be determined by the Government. The ASC Manager will prepare, log, track and ship the daily manifest, and will retain a copy of each manifest for a period of three years. The quantity of completed I-90 application packages mailed shall be reported in a weekly report to the Government.

Task 2(c) - Biometrics Processing:

The contractor shall provide biometrics processing services for scheduled applicants applying for immigration benefits. This section summarizes the Standard Operating Procedures utilized in the ASCs for biometrics processing, a copy of which will be provided to the contractor following issuance of the biometrics task order.

- a. <u>Customer Identity Verification</u>. Customer's identity shall be verified. Subsequently, an Alien Information Worksheet shall be distributed to each customer. The process shall be briefly explained and questions answered.
- b. <u>Demographics Generation</u>. Demographics information shall be entered into the computer from the scheduling notice, if applicable, and Alien Information Worksheet and verified for accuracy.

- c. <u>Biometrics Capture</u>. Press fingerprints shall be electronically captured. A digital signature shall be obtained from the applicant using the digital signature device, and one applicant photo shall be obtained using the digital photography equipment.
- d. <u>Quality Control</u>. Demographics information, fingerprints, photographs, and signature images shall be reviewed by quality control to ensure the data meets or exceeds BCIS standards.
- e. <u>Biometrics Data Transmission</u>. At the end of each business day, applicant biometrics data shall be electronically transmitted to the appropriate BCIS office for processing. The number of biometrics applicants processed each day shall be reported in a weekly report to the government. The ASC Manager will print and retain a Transaction Register.

C.7 Task 3: Mobile Route Fingerprinting Services

The contractor shall provide all supplies, equipment, and staff necessary to operate the Mobile Route Fingerprint program, unless otherwise specified. As required by the ASC Program Manager, the Contractor shall process any operational tasks on Mobile Routes that are within the scope of work of the ASCs (e.g., ten-print, Form I-90 process, other biometrics capture, etc.). Mobile route vehicles, which will be provided as GFE, are usually a van or sport utility vehicle. The vehicles will contain the equipment necessary to perform fingerprinting services (e.g., laptop computers, portable Live-Scan systems, laser printers, bar-code readers, and portable fingerprinting kits), all provided as GFE. The routes are determined by the BCIS District offices, including the identification of service point addresses, hours of operation, and schedules. Typically one BCIS official accompanies one FT during the mobile routes. FT may be required to drive the vehicle and must possess a valid state driver's license in this situation. Overnight travel may be required. When the vehicles are not in use, they will be housed at either BCIS offices or the ASCs. See Attachment 4 for established mobile routes and staffing requirements and Attachment 5 for listing of standard supplies and equipment to be provided by the contractor. The Mobile Routes may be changed unilaterally by the Government any time during the term of this contract.

C.8 BCIS Security Requirements

Since the performance of this contract requires that the contractor have access to sensitive Government information, the contractor shall adhere to the security requirements listed in clause H.3, Security Requirements for Unescorted Facility Access Contract. All contractor staff shall have a security clearance in compliance with the BCIS security requirements prior to contract performance.

C.9 Conflicts of Interest

The contractor and its employees are not authorized to perform any work under this contract that, due to any business, personal, or other type of relationship, could create a potential conflict of interest, or might present an appearance of a conflict of interest. In addition, any information provided to the contractor during performance of this contract is strictly confidential and cannot be used for financial gain.

C.10 Reporting Requirements

The contractor shall be responsible for reporting progress at each site location. The COTR must receive all reports by the deadline, as specified in this Statement of Work or in delivery orders. Periodic meetings with Government personnel will be required, often with little or no advance notice, to discuss these reports and project status. Fiscal reporting must conform to the Government's fiscal year, October 1 through September 30. All reports are considered part of overall Program Management, and are not separately billed to the contract. Reports may be required to be delivered in electronic format as specified by the COTR. The contractor shall furnish reports using software applications standard to BCIS – (currently Microsoft Office). The contractor shall establish and maintain appropriate tracking systems to prepare and submit the management reports required. Creation and maintenance of these tracking systems shall not be separately billed to the contract.

The contractor shall prepare the reports as described in this section. The COTR may require other daily, weekly, and monthly progress and status reports. Delivery Orders issued against this contract will contain any additional reporting requirements.

- a. <u>Monthly Status Report.</u> The contractor shall prepare and submit monthly status reports to be delivered to the COTR within seven (7) working days after the end of each month. The reports shall include, as a minimum, the following:
 - (1) A narrative section on the progress of the work performed. This narrative description shall include, but not be limited to, significant progress made during the reporting period under each major requirement of the Statement of Work, cumulative project statistics and identification of significant deliverables produced by hourly rates staff and the names of staff used; all activities which were scheduled to be completed during the reporting period but were not completed as of the end of the period; identification of any problem encountered or anticipated that will affect the on-going work requirements, or completion of the work within the time constraints as set forth in the delivery order, together with recommended solutions to such problems; and significant work planned for the next reporting period.
 - (2) Any problems and/or damages to property (i.e., equipment) and the facility.
- b. <u>Monthly Summary Task Order Report.</u> The purpose of this report is to ensure both the Government and the contractor maintain an accurate record and common understanding of all delivery orders issued under this contract and their financial status. The report shall be delivered to the COTR within seven (7) working days after the end of each monthly reporting period. This report shall contain, as a minimum, for each task order:
 - (1) Task Order Number and site location.
 - (2) Current amount obligated and history of any modifications on the total amount.
 - (3) Total amount obligated by CLIN.
 - (4) Amount expended by CLIN for the reporting period.
 - (5) Cumulative amount expended by CLIN for the delivery order.
 - (6) Accrued costs (in-billed contractor obligations).

- (7) Rebates, credits and penalties.
- (8) Balance remaining by CLIN for the task order.
- Updated project annual costs.
- (10) Task order issuance date.
- c. Government Owned Property Report. The purpose of this report is to maintain current and accurate records of the property type, location, identification number, quantity of any property furnished to the contractor by the Government or acquired by the contractor on behalf of the Government for use under this contract. The contractor should note that this may include furniture, ADP and other equipment, computer software, etc. To support this function, the contractor shall conduct a quarterly review of all Government owned property in its custody and document and update the holdings in each office location. This report shall be delivered to the COTR within 20 working days after the end of each fiscal year, and as required during the year by the COTR. This report shall contain, as a minimum, the following information:
 - (1) Item type
 - (2) Item description
 - (3) Model
 - (4) Manufacturer
 - (5) Serial number
 - (6) BCIS-PCN #
 - (7) Leased or purchased
 - (8) Purchase Date
 - (9) Acquisition Cost
 - (10) X Code (Location)
 - (11) Region
 - (12) District
 - (13) Site Name
 - (14) Unit of Measure (UOM)
 - (15) Remarks

Upon contract completion, these reports will be used in conjunction with invoice records to determine GFE to be returned to the Government.

- d. Weekly Fingerprint Production Report. The contractor shall prepare and deliver weekly fingerprint production reports to the COTR, to be delivered to the COTR within four (4) working days after the end of each week. The reports shall include, as a minimum, the following:
 - (1) ASC location
 - (2) Total FP Workstations
 - (3) Number of FP Workstations Manned
 - (4) FP Workstation Capacity
 - (5) Number of Authorized I-90 Workstations
 - (6) I-90 Workstation Capacity
 - (7) Number of Authorized Biometrics Workstations
 - (8) Biometrics Workstation Capacity

- (9) Total Site Capacity
- (10) Number of Workstations Not Operational
- (11) Total Number of Fingerprints Processed
- (12) Total Number of Electronic Prints Processed
- (13) Total Number of I-90s Processed/Stickers Issued
- (14) Number of contractor staff hours devoted to I-90s
- (15) Average number of I-90s per hour
- (16) Total Number of Fingerprint/I-90s Processed
- (17) Total Number of Biometrics Applicants Processed
- (18) Number of Contractor Staff Hours Devoted to Biometrics*
- (19) Average Number of Biometrics Applicants Per Hour*
- (20) Percent of Site Capacity Utilized
- * The government will consider deleting this reporting requirement once the contractor consistently meets or exceeds the minimum national biometrics productivity rate of six applicants per hour per FT (when the condition of a steady flow of applicants exists.).
- e. <u>Significant Event/Incident Reports</u>. The contractor shall prepare and submit Significant Event/Incident Reports to the COTR within 72 hours of an incident. Reports shall be limited to one page per incident. The reports shall include, as a minimum, the following:
 - (1) ASC site affected
 - (2) Location of incident (inside ASC, in parking lot, etc.)
 - (3) Date of incident
 - (4) Time of incident
 - (5) Details and circumstances of incident
 - (6) Site Supervisor signature
 - (7) ASC Manager signature

The contractor shall prepare and submit separate Incident Reports for Form I-90 discrepancies. The contractor shall submit the I-90 Incident Reports to the COTR within 24 hours or the next business day of an incident. Reports shall be limited to one page per incident. The reports shall include, as a minimum, the following:

- (1) ASC site affected
- (2) Date of discrepancy
- (3) Details and circumstances of discrepancy
- (4) Efforts made to reconcile discrepancy
- (5) Type of discrepancy: sticker or negotiable instrument
- (6) Type of Remittance: Check or Money Order
- (7) Sticker Number(s)
- (8) Site Supervisor signature
- (9) ASC Manager signature
- f. Number of People Waiting in Line Prior to Opening & Turned Away at Closing Weekly Report. The contractor shall prepare and submit a report by ASC location to the COTR within

four (4) working days of the end of each week. The reports shall include, as a minimum, the following:

- (1) ASC location
- (2) Number of people waiting in line and turned away at closing by day of the week
- (3) Total weekly number of people waiting in line by site

C.11 Substitution of Key Personnel

The BCIS reserves the right to exercise approval authority over any substitution of the contractor's "key personnel" staff members assigned to this project throughout its term. Junior staff members assigned must have appropriate supervision. All proposed substitutions of key personnel staff members will be submitted, in writing, to the Contracting Officer at least 15 days prior to the proposed substitution along with an explanation of the circumstances necessitating the substitution and a complete resume of the proposed substitute.

All substitutes will have qualifications that are equal to or higher than the qualifications of the person being replaced. The Contracting Officer will evaluate requests for substitution and addition of personnel in consultation with the COTR. The Contracting Officer will promptly notify the contractor, in writing, of approval or disapproval. See H.2.

C.12 Contractor Furnished Equipment and/or Facilities

The contractor shall furnish the equipment and facilities, as required in Sections C.5.2, Facility Management (82 contractor-leased ASCs); C.5.5, Procurement Management (Kitchen Appliances and Utensils); and C.7, Mobile Route Fingerprinting Services.

C.13 Government Furnished Equipment and/or Facilities

The Government, except for those areas listed above in Section C.12, will provide all required equipment and facilities to perform the tasks contained in the SOW. The Government will provide one computer workstation with a printer to each of the three contractor's regional and deputy regional managers for use on this contract.

C.14 Travel

The contractor may be required to travel to ASC sites at the request of the Government. Travel costs under this contract shall generally be limited to those allowable under Federal Travel Regulations and the applicable per diem rates. All approved travel will be reimbursed at cost, plus the applicable handling fee as stated in Section B. Section C.5.3, Logistics Management, discusses this requirement.

C.15 Inherently Governmental Functions Reserved for Government Officials

Tasks to be fulfilled under this contract do not involve the performance of inherently governmental functions. In compliance with FAR 7.5,

- a. the final determination(s) or decision(s) which result from consideration of the alternatives provided by the contractor report(s) is/are reserved for Government officials;
- b. contractor personnel working under this contract will properly identify themselves as such at all times; and
- c. all documents or reports produced by the contractor will be suitably marked to identify them as contractor work product, and not official Government material.