

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
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2. AMENDMENT/MODIFICATION NO. 007	3. EFF. DATE MAY 11 2001	4. REQUISITION/PURCHASE REQ. NO. SID-1-10222	5. PROJECT NO. (If applicable)
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6. ISSUED BY Immigration & Naturalization Svc— HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Getronics Government Solutions LLC 7900 Westpark Dr. McLean VA 22102	9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11) -
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436	10B. DATED (SEE ITEM 13) 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
1511220/11SD.321B.844.00+\$39,046

NET CHANGES: \$ 39,046.00

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

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

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

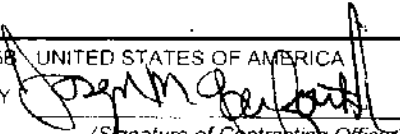
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

This incremental funding under this modification will take the period of performance thru June 30, 2001.

The incremental funding under this Delivery Order is increased by \$39,046 from \$3,731,539 to \$3,770,585.

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

15A. NAME AND TITLE OF SIGNER: (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garforth Jr.
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED MAY 11

<input type="checkbox"/> Vendor	<input type="checkbox"/> Official	<input type="checkbox"/> Requestor
<input type="checkbox"/> Receiving	<input type="checkbox"/> G104 Oblig.	<input type="checkbox"/> Other

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA FAR (48 CFR) 5

2. AMENDMENT/MODIFICATION NO. 006	3. EFF. DATE MAY 1 2001	4. REQUISITION/PURCHASE REQ. NO. SID-1-10192	5. PROJECT NO. (If applicable)
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6. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than item 6) Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Getronics Government Solutions LLC 7900 Westpark Dr. McLean VA 22102	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
	10B. DATED (SEE ITEM 13) 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

NET CHANGES:

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

	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Changes clause 52.243-1 (ALTI) & 3
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not is required to sign this document and return 3 copies to issuing office.

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

The purpose of this modification is to revise the pricing of Task #7- Hardware Maintenance to reflect changes to the Technology Tracking System (ITTS) and the performance incentive fee of the Service Level Agreement for this task.

1- The attached is an update of the ITTS agreed to by both the Contractor and the INS Program Office. This information replaces the information in the base award for this Task for the present period of performance. The effective date for this to take place is May 1, 2001. This modification revises the maintenance CLIN's as a result of product additions and deletions contained in Getronics proposal dated April 17, 2001.

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

15A. NAME AND TITLE OF SIGNER (Type or print) 	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garforth Jr.
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
15C. DATE SIGNED 5/2/01	16C. DATE SIGNED MAY 9 2001

Vendor Official Requestor
 Receiving G104 Oblig Other

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE	
2. AMENDMENT/MODIFICATION NO. 006	3. EFF. DATE MAY 1 2001	4. REQUISITION/PURCHASE REQ. NO. SID-1-10192	PAGE OF	PAGES 2 2

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

2- In light of INS budgetary restraints the Contractor agrees to the deletion of the performance incentive from this Task for the entire performance period.

Getronics

Getronics Government Solutions, LLC
7900 Westpark Drive, McLean, Virginia 22102

Facsimile Transmittal Sheet

TO:	Joe [redacted]	FROM:	[redacted] b6
COMPANY:	INS	DATE:	4/17/01
FAX NUMBER:	(202) 514-3353	TOTAL NO. OF PAGES INCLUDING COVER:	5
PHONE NUMBER:	(202) 514-3630	SENDER'S PHONE NUMBER:	(703) 827-3807
RE:		SENDER'S FAX NUMBER:	(703) 827-3565

PLEASE CONFIRM RECEIPT URGENT FOR REVIEW PLEASE REPLY

NOTES/COMMENTS:

Change pages to Task Order 7, Hardware Maintenance,
Cost Proposal dated 4/16/01 in accordance with discussions
with INS this a.m.

cc: Bill Totten - AMB (202) 514-0581
Jim Dower - Getronics (202) 777-0143

The information contained in this facsimile is the property of Getronics and unless otherwise provided, is confidential and proprietary to Getronics. It is intended only for use of the person or persons named above. Any use, dissemination, or copying of this communication is strictly prohibited by anyone other than the intended recipient(s). If you have received this communication in error, please notify the sender immediately.

Getronics Government Solutions, LLC
7900 Westpark Drive
McLean, Virginia 22102

Hardware Maintenance

b4

CLIN & Description	Rate/Hr	04/1/01 - 9/30/01			10/1/00 - 03/31/01	Total FY 2001
		FTEs	Hours	Cost		
00-3302 - Technical Manager	58.05	1	474	\$ 27,524	\$ 34,103	\$ 81,627
00-3314 - Senior Computer Specialist	55.95	5	963	\$ 269,422	\$ 233,200	\$ 502,622
00-3318 - Senior Logistics Specialist	42.47	1	963	\$ 40,902	\$ 39,752	\$ 80,654
Total Straight Time		7	6,253	\$ 337,847	\$ 327,054	\$ 664,902
00-3302AA - Technical Manager	58.05	1		\$ -		\$ -
00-3314AA - Senior Computer Specialist	55.95	5	84	\$ 23,499	\$ 23,219	\$ 46,718
00-3318AA - Senior Logistics Specialist	42.47	1		\$ -		\$ -
Total Overtime		6	420	\$ 23,499	\$ 23,219	\$ 46,718
00-XXXX - Fixed Recurring - See Attachment A			n/a	\$ 1,660,543	\$ 1,594,764	\$ 3,255,307
00-1600 - Pcr Call/Depot ([REDACTED])			n/a	\$ 385,000	\$ 175,168	\$ 560,168
00-4302 - Travel ([REDACTED])				\$ 9,000	\$ 1,495	\$ 10,495
Cell Phones				\$ 1,239		\$ 1,239
Cisco				\$ -	\$ 478,211	\$ 478,211
FedEx				\$ 1,200		\$ 1,200
Supplies				\$ 652		\$ 652
TI Line				\$ 4,426	\$ 4,426	\$ 8,851
00-4300 Total ODCs ([REDACTED])				\$ 7,517	\$ 482,637	\$ 490,154
Total Estimate to Complete				\$ 2,423,407	\$ 2,604,337	\$ 5,027,744

Certronics Government Solutions Disclosure of Proposal Data is Subject to the Restriction on the Title Page of the Proposal

P.02/05

703 827 3127 TO 912025140581

APR 17 2001 11:34 FR GETRONICS

Name	Maintenance	CLIN Description	Data	TRD	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Grand Total
Normal	CENTRAL OFFICE	00-3302 - Technical Manager	Headcount Total Hours CLIN Rate Total Cost	1 932.0 58.05 54,103	0 0.0 58.05 0	0 0.0 58.05 0	0 0.0 58.05 0	1 156.6 58.05 9,088	1 173.3 58.05 10,061	1 144.3 58.05 8,375	1,406.1 58.05 81,627
		00-3314 - Senior Computer Specialist	Headcount Total Hours CLIN Rate Total Cost	5 4,168.0 55.95 233,200	5 804.9 55.95 45,031	5 841.4 55.95 47,074	5 798.5 55.95 44,676	5 782.8 55.95 43,795	5 866.6 55.95 48,486	5 721.4 55.95 40,360	8,983.4 55.95 502,622
		00-3318 - Senior Logistics Specialist	Headcount Total Hours CLIN Rate Total Cost	1 936.0 42.47 39,752	1 161.0 42.47 6,836	1 168.3 42.47 7,146	1 159.7 42.47 6,782	1 156.6 42.47 6,649	1 173.3 42.47 7,361	1 144.3 42.47 6,127	1,899.1 42.47 80,654
		CENTRAL OFFICE Headcount		7	6	6	6	7	7	7	7
		CENTRAL OFFICE Total Hours		6,036.0	965.8	1,009.6	958.2	1,095.9	1,213.2	1,009.9	12,288.6
		CENTRAL OFFICE CLIN Rate		54.18	53.70	53.70	53.70	54.32	54.32	54.32	54.11
		CENTRAL OFFICE Total Cost		327,054	51,868	54,220	51,459	59,531	65,908	54,862	664,902
Overtime	CENTRAL OFFICE	00-3302AA - Technical Manager	Headcount Total Hours CLIN Rate Total Cost	1 0.0 58.05 0	0 0.0 58.05 0	0 0.0 58.05 0	0 0.0 58.05 0	1 0.0 58.05 0	1 0.0 58.05 0	1 0.0 58.05 0	1 0.0 58.05 0
		00-3314AA - Senior Computer Specialist	Headcount Total Hours CLIN Rate Total Cost	5 415.0 55.95 23,219	5 70.0 55.95 3,917	5 70.0 55.95 3,917	5 70.0 55.95 3,917	5 70.0 55.95 3,917	5 70.0 55.95 3,917	5 70.0 55.95 3,917	835.0 55.95 46,718
		00-3318AA - Senior Logistics Specialist	Headcount Total Hours CLIN Rate Total Cost	1 0.0 42.47 0	1 0.0 42.47 0	1 0.0 42.47 0	1 0.0 42.47 0	1 0.0 42.47 0	1 0.0 42.47 0	1 0.0 42.47 0	1 0.0 42.47 0
		CENTRAL OFFICE Headcount		7	6	6	6	7	7	7	7
		CENTRAL OFFICE Total Hours		415.0	70.0	70.0	70.0	70.0	70.0	70.0	835.0
		CENTRAL OFFICE CLIN Rate		55.95	55.95	55.95	55.95	55.95	55.95	55.95	55.95
		CENTRAL OFFICE Total Cost		23,219	3,917	3,917	3,917	3,917	3,917	3,917	46,718

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Name	Maintenance	CLIN Description	Date	TTD	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Grand Total
ODC	CENTRAL OFFICE	00-4300 - ODC-Supplies - Includes Mark-Up	Headcount Total Hours CLIN Rate Total Cost		0	109	109	109	109	109	652
		00-4300 - ODC-Cell Phones - Includes Mark-Up	Headcount Total Hours CLIN Rate Total Cost		0	207	207	207	207	207	1,239
		00-4300 - ODC-FedEx - Includes Mark-Up	Headcount Total Hours CLIN Rate Total Cost		0	200	200	200	200	200	1,200
		00-1600 - Per Cal/Depot	Headcount Total Hours CLIN Rate Total Cost								
		00-4300 - Cisco - Includes Mark-Up	Headcount Total Hours CLIN Rate Total Cost								
		00-4300 - T-1 Line - Includes Mark-Up	Headcount Total Hours CLIN Rate Total Cost								
		01-1000 - Fixed Recurring Fee	Headcount Total Hours CLIN Rate Total Cost		4,426	738	738	738	738	738	8,852
		CENTRAL OFFICE Headcount	Headcount								
		CENTRAL OFFICE Total Hours	Total Hours								
		CENTRAL OFFICE CLIN Rate	CLIN Rate								
		CENTRAL OFFICE Total Cost	Total Cost		1,594,764	265,794	278,950	278,950	278,950	278,950	3,255,307
					2,252,569	322,047	335,203	335,203	335,203	335,203	4,305,629

PM

Name	Maintenance	CLINDescription	Date	TID	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Grand Total
Type	Site	00-4302 - Travel - Includes Mark-Up	Headcount								
Travel	CENTRAL OFFICE		Total Hours								
			CLIN Rate	1,495	1,500	1,500	1,500	1,500	1,500	1,500	10,495
			Total Cost								
		CENTRAL OFFICE Headcount									
		CENTRAL OFFICE Total Hours									
		CENTRAL OFFICE CLIN Rate									
		CENTRAL OFFICE Total Cost		1,495	1,500	1,500	1,500	1,500	1,500	1,500	10,495

OK

1010	Bar Code Readers and Scanners	0.00	0	0.00
1011	Bar Code Readers and Scanners - PPM	4.44	0	0.00
1012	Bar Code Readers and Scanners - OPPM	4.44	0	0.00
1013	Bar Code Readers and Scanners - NBD PPM	4.00	4,885	19,520.46
1020	Bar Code Printers	0.00	0	0.00
1021	Bar Code Printers - PPM	34.24	0	0.00
1022	Bar Code Printers - OPPM	34.24	0	0.00
1023	Bar Code Printers - NBD PPM	30.82	576	17,750.02
1030	Communication Devices	0.00	0	0.00
1031	Communication Devices - PPM	10.18	0	0.00
1032	Communication Devices - OPPM	10.18	0	0.00
1033	Communication Devices - NBD PPM	9.16	0	0.00
1040	Intelligent LAN Hub - Small	0.00	0	0.00
1041	Intelligent LAN Hub - Small - PPM	19.44	0	0.00
1042	Intelligent LAN Hub - Small - OPPM	19.44	0	0.00
1043	Intelligent LAN Hub - Small - NBD PPM	17.50	0	0.00
1050	Intelligent LAN Hub - Large	0.00	0	0.00
1051	Intelligent LAN Hub - Large - PPM	837.58	0	0.00
1052	Intelligent LAN Hub - Large - OPPM	837.58	0	0.00
1053	Intelligent LAN Hub - Large - NBD PPM	753.82	0	0.00
1060	Dumb LAN Hub	0.00	0	0.00
1061	Dumb LAN Hub - PPM	5.74	0	0.00
1062	Dumb LAN Hub - OPPM	5.74	0	0.00
1063	Dumb LAN Hub - NBD PPM	5.17	0	0.00
1070	Terminals	0.00	0	0.00
1071	Terminals - PPM	3.98	0	0.00
1072	Terminals - OPPM	3.98	0	0.00
1073	Terminals - NBD PPM	3.58	0	0.00
1080	CNT Channel Extenders, Model 5320-PTP	0.00	0	0.00
1081	CNT Channel Extenders, Model 5320-PTP - PPM	310.97	0	0.00
1082	CNT Channel Extenders, Model 5320-PTP - OPPM	310.97	0	0.00
1083	CNT Channel Extenders, Model 5320-PTP - NBD PPM	279.87	0	0.00
1090	3420 Tape Drive	0.00	0	0.00
1091	3420 Tape Drive - PPM	201.76	0	0.00
1092	3420 Tape Drive - OPPM	201.76	0	0.00
1093	3420 Tape Drive - NBD PPM	181.58	0	0.00
1100	3803 Tape Drive Controller	0.00	0	0.00
1101	3803 Tape Drive Controller - PPM	169.37	0	0.00
1102	3803 Tape Drive Controller - OPPM	169.37	0	0.00
1103	3803 Tape Drive Controller - NBD PPM	152.43	0	0.00
1110	3480-A22 Magnetic Tape Subsystem	0.00	0	0.00
1111	3480-A22 Magnetic Tape Subsystem - PPM	415.55	0	0.00
1112	3480-A22 Magnetic Tape Subsystem - OPPM	415.55	0	0.00
1113	3480-A22 Magnetic Tape Subsystem - NBD PPM	374.00	0	0.00
1120	3480-B22 Magnetic Tape Unit	0.00	0	0.00
1121	3480-B22 Magnetic Tape Unit - PPM	171.22	0	0.00
1122	3480-B22 Magnetic Tape Unit - OPPM	171.22	0	0.00
1123	3480-B22 Magnetic Tape Unit - NBD PPM	154.10	0	0.00
1130	Pyramid Model XXX	0.00	0	0.00
1131	Pyramid Model XXX - PPM	1,069.88	0	0.00
1132	Pyramid Model XXX - OPPM	1,069.88	0	0.00
1133	Pyramid Model XXX - NBD PPM	962.89	0	0.00
1140	HP-9000	0.00	0	0.00
1141	HP-9000 - PPM	83.30	0	0.00
1142	HP-9000 - OPPM	83.30	0	0.00

1143	HP-9000 - NBD PPM	74.97	0	0.00
1150	Mini Computer - Sequent S30	0.00	0	0.00
1151	Mini Computer - Sequent S30 - PPM	407.22	0	0.00
1152	Mini Computer - Sequent S30 - OPPM	407.22	0	0.00
1153	Mini Computer - Sequent S30 - NBD PPM	366.50	0	0.00
1160	Mini Computer - HP B Series	0.00	0	0.00
1161	Mini Computer - HP E Series - PPM	93.48	0	0.00
1162	Mini Computer - HP E Series - OPPM	93.48	0	0.00
1163	Mini Computer - HP E Series - NBD PPM	84.13	0	0.00
1170	Mini Computer - Data General MV5500	0.00	0	0.00
1171	Mini Computer - Data General MV5500 - PPM	218.42	0	0.00
1172	Mini Computer - Data General MV5500 - OPPM	218.42	0	0.00
1173	Mini Computer - Data General MV5500 - NBD PPM	196.58	0	0.00
1180	Mini Computer - Data General MV5600	0.00	0	0.00
1181	Mini Computer - Data General MV5600 - PPM	217.49	0	0.00
1182	Mini Computer - Data General MV5600 - OPPM	217.49	0	0.00
1183	Mini Computer - Data General MV5600 - NBD PPM	195.74	0	0.00
1190	Mini Computer - IBM System 36	0.00	0	0.00
1191	Mini Computer - IBM System 36 - PPM	300.79	0	0.00
1192	Mini Computer - IBM System 36 - OPPM	300.79	0	0.00
1193	Mini Computer - IBM System 36 - NBD PPM	270.71	0	0.00
1200	Mini Computer - HP K-2000 Series	0.00	0	0.00
1201	Mini Computer - HP K-2000 Series - PPM	130.50	0	0.00
1202	Mini Computer - HP K-2000 Series - OPPM	130.50	0	0.00
1203	Mini Computer - HP K-2000 Series - NBD PPM	117.45	0	0.00
1210	Mini Computer - Netframe 250	0.00	0	0.00
1211	Mini Computer - Netframe 250 - PPM	364.65	0	0.00
1212	Mini Computer - Netframe 250 - OPPM	364.65	0	0.00
1213	Mini Computer - Netframe 250 - NBD PPM	328.19	0	0.00
1220	Mini Computer - Netframe 450	0.00	0	0.00
1221	Mini Computer - Netframe 450 - PPM	364.65	0	0.00
1222	Mini Computer - Netframe 450 - OPPM	364.65	0	0.00
1223	Mini Computer - Netframe 450 - NBD PPM	328.19	0	0.00
1230	Mini Computer - Netframe 8500	0.00	0	0.00
1231	Mini Computer - Netframe 8500 - PPM	610.83	0	0.00
1232	Mini Computer - Netframe 8500 - OPPM	610.83	0	0.00
1233	Mini Computer - Netframe 8500 - NBD PPM	549.75	0	0.00
1240	Modems - External	0.00	0	0.00
1241	Modems - External - PPM	3.61	0	0.00
1242	Modems - External - OPPM	3.61	0	0.00
1243	Modems - External - NBD PPM	3.25	0	0.00
1250	Personal Computers - 386DX/SX	0.00	0	0.00
1251	Personal Computers - 386DX/SX - PPM	7.22	0	0.00
1252	Personal Computers - 386DX/SX - OPPM	7.22	0	0.00
1253	Personal Computers - 386DX/SX - NBD PPM	5.42	0	0.00
1260	Personal Computers - 486DX/SX	0.00	0	0.00
1261	Personal Computers - 486DX/SX - PPM	7.03	0	0.00
1262	Personal Computers - 486DX/SX - OPPM	7.03	0	0.00
1263	Personal Computers - 486DX/SX - NBD PPM	5.27	2,948	15,543.33
1270	Personal Computers - Pentium	0.00	0	0.00
1271	Personal Computers - Pentium - PPM	5.46	0	0.00
1272	Personal Computers - Pentium - OPPM	5.46	0	0.00
1273	Personal Computers - Pentium - NBD PPM	4.10	21,312	87,272.64
1280	Personal Computers - Macintosh	0.00	0	0.00
1281	Personal Computers - Macintosh - PPM	11.11	0	0.00
1282	Personal Computers - Macintosh - OPPM	11.11	0	0.00

1283	Personal Computers - Macintosh - NBD PPM	8.33	45	374.96
1290	Personal Computers - Portable PC's	0.00	0	0.00
1291	Personal Computers - Portable PC's - PPM	16.66	0	0.00
1292	Personal Computers - Portable PC's - OPPM	16.66	0	0.00
1293	Personal Computers - Portable PC's - NBD PPM	12.50	0	0.00
1300	Personal Computers - LAN Servers	0.00	0	0.00
1301	Personal Computers - LAN Servers - PPM	68.49	0	0.00
1302	Personal Computers - LAN Servers - OPPM	68.49	0	0.00
1303	Personal Computers - LAN Servers - NBD PPM	47.94	1,652	79,201.84
1310	Paper Handling Devices - Bursters/Decollaters	0.00	0	0.00
1311	Paper Handling Devices - Bursters/Decollaters - PPM	22.21	0	0.00
1312	Paper Handling Devices - Bursters/Decollaters - OPPM	22.21	0	0.00
1313	Paper Handling Devices - Bursters/Decollaters - NBD PPM	19.99	0	0.00
1320	Plotters	0.00	0	0.00
1321	Plotters - PPM	24.99	0	0.00
1322	Plotters - OPPM	24.99	0	0.00
1323	Plotters - NBD PPM	22.49	0	0.00
1330	Printers - Bubble Jet Printers	0.00	0	0.00
1331	Printers - Bubble Jet Printers - PPM	9.26	0	0.00
1332	Printers - Bubble Jet Printers - OPPM	9.26	0	0.00
1333	Printers - Bubble Jet Printers - NBD PPM	8.33	0	0.00
1340	Printers - Dot-Matrix Printers	0.00	0	0.00
1341	Printers - Dot-Matrix Printers - PPM	5.55	0	0.00
1342	Printers - Dot-Matrix Printers - OPPM	5.55	0	0.00
1343	Printers - Dot-Matrix Printers - NBD PPM	5.00	0	0.00
1350	Printers - Laser Printers	0.00	0	0.00
1351	Printers - Laser Printers - PPM	4.91	0	0.00
1352	Printers - Laser Printers - OPPM	4.91	0	0.00
1353	Printers - Laser Printers - NBD PPM	4.42	9,259	40,915.52
1360	Printers - Line Printers	0.00	0	0.00
1361	Printers - Line Printers - PPM	29.62	0	0.00
1362	Printers - Line Printers - OPPM	29.62	0	0.00
1363	Printers - Line Printers - NBD PPM	26.66	8	213.28
1370	Printers - Letter Quality Printers	0.00	0	0.00
1371	Printers - Letter Quality Printers - PPM	5.92	0	0.00
1372	Printers - Letter Quality Printers - OPPM	5.92	0	0.00
1373	Printers - Letter Quality Printers - NBD PPM	5.33	38	202.46
1380	Remote Communication Controllers Units	0.00	0	0.00
1381	Remote Communication Controllers Units - PPM	6.39	0	0.00
1382	Remote Communication Controllers Units - OPPM	6.39	0	0.00
1383	Remote Communication Controllers Units - NBD PPM	5.75	0	0.00
1390	OCR Passport Scanner	0.00	0	0.00
1391	OCR Passport Scanner - PPM	98.10	0	0.00
1392	OCR Passport Scanner - OPPM	98.10	0	0.00
1393	OCR Passport Scanner - NBD PPM	88.29	0	0.00
1400	Scanners - Flatbed Scanner	0.00	0	0.00
1401	Scanners - Flatbed Scanner - PPM	13.88	0	0.00
1402	Scanners - Flatbed Scanner - OPPM	13.88	0	0.00
1403	Scanners - Flatbed Scanner - NBD PPM	12.49	0	0.00
1410	Scanners - Handheld Scanner	0.00	0	0.00
1411	Scanners - Handheld Scanner - PPM	5.65	0	0.00
1412	Scanners - Handheld Scanner - OPPM	5.65	0	0.00
1413	Scanners - Handheld Scanner - NBD PPM	5.09	0	0.00
1420	Scanners - Fingerprint Scanner	0.00	0	0.00
1421	Scanners - Fingerprint Scanner - PPM	41.65	0	0.00
1422	Scanners - Fingerprint Scanner - OPPM	41.65	0	0.00

1423	Scanners - Fingerprint Scanner - NBD PPM	37.49	479	17,955.32
1430	Q-Matic CMIS-Number Boards	0.00	0	0.00
1431	Q-Matic CMIS-Number Boards - PPM	56.46	0	0.00
1432	Q-Matic CMIS-Number Boards - OPPM	56.46	0	0.00
1433	Q-Matic CMIS-Number Boards - NBD PPM	50.81	0	0.00
1440	ETC Call Sequencer	0.00	0	0.00
1441	ETC Call Sequencer - PPM	195.28	0	0.00
1442	ETC Call Sequencer - OPPM	195.28	0	0.00
1443	ETC Call Sequencer - NBD PPM	175.75	0	0.00
1450	Xerox 4090X Printing System	0.00	0	0.00
1451	Xerox 4090X Printing System - PPM	3,439.16	0	0.00
1452	Xerox 4090X Printing System - OPPM	3,439.16	0	0.00
1453	Xerox 4090X Printing System - NBD PPM	3,095.24	0	0.00
1460	IBM 3160 Printing System	0.00	0	0.00
1461	IBM 3160 Printing System - PPM	3,803.81	0	0.00
1462	IBM 3160 Printing System - OPPM	3,803.81	0	0.00
1463	IBM 3160 Printing System - NBD PPM	3,423.43	0	0.00
1470	"Ask Immigration" System with VCS3500T	0.00	0	0.00
1471	"Ask Immigration" System with VCS3500T - PPM	90.70	0	0.00
1472	"Ask Immigration" System with VCS3500T - OPPM	90.70	0	0.00
1473	"Ask Immigration" System with VCS3500T - NBD PPM	81.63	0	0.00
1480	Hand Geometry Scanner	0.00	0	0.00
1481	Hand Geometry Scanner - PPM	252.66	0	0.00
1482	Hand Geometry Scanner - OPPM	252.66	0	0.00
1483	Hand Geometry Scanner - NBD PPM	227.39	0	0.00
1490	CISCO Routers (7000 Series)	0.00	0	0.00
1491	CISCO Routers (7000 Series) - PPM	163.81	0	0.00
1492	CISCO Routers (7000 Series) - OPPM	163.81	0	0.00
1493	CISCO Routers (7000 Series) - NBD PPM	147.43	0	0.00
1500	CISCO Routers (2000 Series)	0.00	0	0.00
1501	CISCO Routers (2000 Series) - PPM	34.24	0	0.00
1502	CISCO Routers (2000 Series) - OPPM	34.24	0	0.00
1503	CISCO Routers (2000 Series) - NBD PPM	30.82	0	0.00
1510	CISCO Routers (4000 Series and AGS Plus)	0.00	0	0.00
1511	CISCO Routers (4000 Series and AGS Plus) - PPM	300.79	0	0.00
1512	CISCO Routers (4000 Series and AGS Plus) - OPPM	300.79	0	0.00
1513	CISCO Routers (4000 Series and AGS Plus) - NBD PPM	270.71	0	0.00
1520	IBM 3174-1R Multiplexor	0.00	0	0.00
1521	IBM 3174-1R Multiplexor - PPM	39.80	0	0.00
1522	IBM 3174-1R Multiplexor - OPPM	39.80	0	0.00
1523	IBM 3174-1R Multiplexor - NBD PPM	35.82	0	0.00
1530	IBM 3274-41C Controllers	0.00	0	0.00
1531	IBM 3274-41C Controllers - PPM	41.65	0	0.00
1532	IBM 3274-41C Controllers - OPPM	41.65	0	0.00
1533	IBM 3274-41C Controllers - NBD PPM	37.49	0	0.00
1540	Floppy Disk Drive - External	0.00	0	0.00
1541	Floppy Disk Drive - External - PPM	2.50	0	0.00
1542	Floppy Disk Drive - External - OPPM	2.50	0	0.00
1543	Floppy Disk Drive - External - NBD PPM	2.25	0	0.00
1550	Hard Disk Drive - External	0.00	0	0.00
1551	Hard Disk Drive - External - PPM	6.20	0	0.00
1552	Hard Disk Drive - External - OPPM	6.20	0	0.00
1553	Hard Disk Drive - External - NBD PPM	5.58	0	0.00
1560	Hard Disk Drive Array - External	0.00	0	0.00
1561	Hard Disk Drive Array - External - PPM	43.50	0	0.00
1562	Hard Disk Drive Array - External - OPPM	43.50	0	0.00

1563	Hard Disk Drive Array - External - NBD PPM	39.15	0	0.00
1570	CD-ROM / WORM Single - External	0.00	0	0.00
1571	CD-ROM / WORM Single - External - PPM	2.31	0	0.00
1572	CD-ROM / WORM Single - External - OPPM	2.31	0	0.00
1573	CD-ROM / WORM Single - External - NBD PPM	2.08	0	0.00
1580	CD-ROM / WORM Multiple - External	0.00	0	0.00
1581	CD-ROM / WORM Multiple - External - PPM	108.28	0	0.00
1582	CD-ROM / WORM Multiple - External - OPPM	108.28	0	0.00
1583	CD-ROM / WORM Multiple - External - NBD PPM	97.45	0	0.00
1590	Tape Backup Unit - External	0.00	0	0.00
1591	Tape Backup Unit - External - PPM	14.81	0	0.00
1592	Tape Backup Unit - External - OPPM	14.81	0	0.00
1593	Tape Backup Unit - External - NBD PPM	13.33	0	0.00
1600	Per Call Maintenance	0.00	0	0.00
1601	Per Call Maintenance - PPM	118.00	0	0.00
1602	Per Call Maintenance - OPPM	118.00	0	0.00
1603	Depot	79.00	0	0.00
Grand Total		182.83	41,202	278,949.81

2. AMENDMENT/MODIFICATION NO. 005	3. EFF. DATE MAR 28 2001	4. REQUISITION/PURCHASE REQ. NO. SID-1-10146	5. PROJECT NO. (If applicable)
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6. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Getronics Government Solutions LLC 7900 Westpark Dr. McLean VA 22102	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
	10B. DATED (SEE ITEM 13) 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

1511220/11SD.321U.09U.00+\$300,000	
1511220/11SD.321X.09X.00+\$300,000	NET CHANGES: \$ 600,000.00

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

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

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

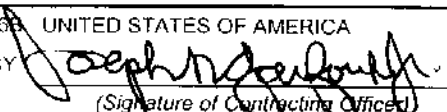
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

Funding for services through 6/20/01.

This Delivery Order is increased by \$600,000 from \$3,131,539 to \$3,731,539.

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garforth Jr.
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY:  (Signature of Contracting Officer)
	16C. DATE SIGNED MAR 28 2001

Vendor Official Requestor
 Receiving C104 Oblig. Other

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 2
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2. AMENDMENT/MODIFICATION NO. 004	3. EFF. DATE JAN 16 2001	4. REQUISITION/PURCHASE REQ. NO. SID-1-10079	5. PROJECT NO. (If applicable)
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3. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Getronics Government Solutions LLC 7900 Westpark Dr. Mclean VA 22102	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436
CODE	10B. DATED (SEE ITEM 13) 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
SEE BELOW

NET CHANGES: \$ 1,638,518.00

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

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

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

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

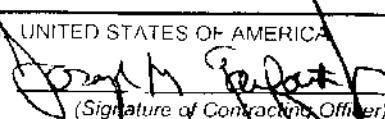
The purpose of this modification is to incrementally fund Task # 7. Hardware Maintenance.

Funding for services through 3/31/01.

This Delivery Order is increased by \$1,638,518 from \$1,493,021 to \$3,131,539.

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garforth Jr.
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15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED JAN 16 2001
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<input type="checkbox"/> Vendor	<input type="checkbox"/> Official	<input type="checkbox"/> Requestor
<input type="checkbox"/> Receiving	<input type="checkbox"/> C104 Oblig	<input type="checkbox"/> Other

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

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE	
2. AMENDMENT/MODIFICATION NO. 004	3. EFF. DATE —	4. REQUISITION/PURCHASE REQ. NO. SID-1-10079	PAGE OF 2	PAGES 2

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

Accounting & Appropriation Numbers:

1511220/11SD.321B.844.00 +\$507,693 1511220/11SD.321U.09U.00 +\$648,474

1511220/11SD.321X.09X.00 +\$482,351

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
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2. AMENDMENT/MODIFICATION NO. 003	3. EFF. DATE JAN 17 2001	4. REQUISITION/PURCHASE REQ. NO. PRO-1-11111	5. PROJECT NO. (If applicable)
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6. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than Item 6) Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Getronics Government Solutions LLC 7900 Westpark Dr. McLean VA 22102	9A. AMENDMENT OF SOLICITATION NO.		
	9B. DATED (SEE ITEM 11)		
	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-0-D-2436		
CODE	FACILITY CODE	X	10B. DATED (SEE ITEM 13) 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

NET CHANGES: \$ 0.00

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

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

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

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

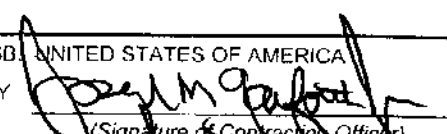
The purpose of this modification is to change the Delivery Order Number under item 10A. above, Task #7 Hardware Maintenance.

Therefore, delete "COW-1-D-2436" and add "COW-0-D-2436" as shown .

Furthermore all documentation referencing COW-1-D-2436 shall be known as COW-0-D-2436.

This is being changed in accordance with a request from INS, HQ Finance Office.

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garforth Jr.	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY 	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

<input type="checkbox"/> Vendor	<input type="checkbox"/> Official	<input type="checkbox"/> Requestor
<input type="checkbox"/> Receiving	<input type="checkbox"/> G104 Oblig.	<input type="checkbox"/> Other

2. AMENDMENT/MODIFICATION NO. 002	3. EFF. DATE DEC 13 2000	4. REQUISITION/PURCHASE REQ. NO. SID-1-10048	5. PROJECT NO. (If applicable)
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6. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than Item 6): Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Wang Government Service Inc. 7900 Westpark Dr. Suite 1105 McLean VA 22102-4299 CODE 175301720 FACILITY CODE	9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. X COW-7-C-0013 / COW-1-D-2436 10B. DATED (SEE ITEM 13) 09/17/1997
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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)
1511220/11SD.321B.844.00 +\$650,720
1511220/11SD.321X.09X.00 +\$73,748 NET CHANGES: \$ 724,468.00

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

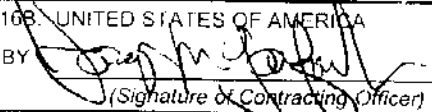
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)
The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.
Funding for services thru 12/6/00.
This Delivery Order is increased by \$724,468 from \$768,553 to \$1,493,021..

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garfoth Jr.
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15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED DEC 13 2000
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Vendor Official Requestor
 Receiving G104 Oblig. Other

2. AMENDMENT/MODIFICATION NO. 001	3. EFF. DATE DEC 1 2000	4. REQUISITION/PURCHASE REQ. NO. SID-1-10013	5. PROJECT NO. (If applicable)
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5. ISSUED BY Immigration & Naturalization Svc HQPRO 425 I Street NW Room 2208 Washington DC 20536	7. ADMINISTERED BY (If other than Item 6): Immigration & Naturalization Svc 425 I Street, Room 2208 Washington DC 20536
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Wang Government Service Inc. 7900 Westpark Dr. Suite 1105 McLean VA 22102-4299	9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 / COW-1-D-2436
CODE 175301720 FACILITY CODE	X 10B. DATED (SEE ITEM 13) 09/17/1997

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

1511220/11SD.321B.844.00 +\$127,962
 1511220/11SD.321X.09X.00 +\$158,033

NET CHANGES: \$ 285,995.00

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

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

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

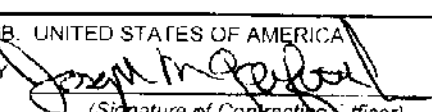
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to incrementally fund Task # 7, Hardware Maintenance.

Funding is to 10/25/00.

This Delivery Order is increased by \$285,995 from \$482,558 to \$768,553.

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Joseph M. Garfoth Jr.
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
	16C. DATE SIGNED DEC 1 2000

Vendor Official Requestor
 Receiving G104 Oblig. Other

COW-7-C-0013
COW-1-D-2436

- 1- This Delivery Order shall be incrementally funded.
- 2- The performance period of this Delivery Order is from September 30, 2000 to September 29, 2001.
- 3- The contractor shall perform the work in accordance with the attached SOW.
- 4- The total amount funded on this Delivery Order is \$482,558. This funding shall be for the period of September 30, 2000 to October 3, 2000.
- 5- The total estimated price for this Delivery Order is \$6,332,966 (including the maximum performance incentive of \$69,048).
- 6- The pricing for this Delivery Order includes the latest DOL Wage Rates including Health & Welfare benefits of \$1.92 per hour.
- 7- The Overtime in this Delivery Order is for billing purposes only. The correct Overtime rates shall be negotiated downward within the next 60 days.

All other terms and conditions of the contract remain.

Task Order 7 – Maintenance

Task Order Statement of Work

Contract Number/Task Order Number: COW-7-C-0013/FOS01-007

1. Scope

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

1.1 Background

Customer Service within the Systems Integration Division (SID) is responsible for establishing hardware maintenance policy and standards for the INS. Customer Service is also responsible for the following functions within SID: Help Desk, Field Office Support, Field Liaisons, E-mail and HQ Operations Center and Server Management.

1.2 Objectives

The purpose of this Task Order is to establish contractor support for the Hardware Maintenance portion of FOS/HM. The contractor shall maintain a plan describing maintenance approaches and procedures. This plan shall identify the following:

- a. Specific type and quantity of maintenance personnel necessary to successfully implement the provisions of this contract
- b. Procedures for a maintenance activity, from initial observance of a malfunction, through reporting and repairing up to final return of the equipment to service
- c. Contractor's maintenance organization (including escalation of problems and chain-of-command)
- d. Preventive Maintenance Schedule (frequency, duration, and quality)
- e. Original Equipment Manufacturer (OEM) certification
- f. Use of remote diagnostic procedures
- g. Proposed reporting procedures, including types of reports available and procedures for generating both routine and ad hoc reports

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.5, Maintenance Requirements.

3. Requirements

The Contractor shall provide support for Maintenance Requirements as defined in Contract Section C.5. The contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract.

Subtask 1 - Maintenance Support

The Contractor shall provide three distinct levels of maintenance support under this contract: on-call (full coverage), per-call, and depot maintenance.

Full or on-call coverage includes both preventive and remedial maintenance to INS domestic locations. Foreign locations shall be entitled to maintenance service on a depot basis only. The Contractor shall provide all travel, transportation, labor, and parts required for return of a malfunctioning system or piece of equipment to full operating condition in accordance with the Government determined restore to service maintenance category. Per-call coverage includes remedial maintenance only, at any INS location.

a. Maintenance Periods

Principal Period of Maintenance (PPM) - Monday through Friday 6 a.m. to 6 p.m. (local time)

Other Than Principal Period of Maintenance (OPPM) - Monday through Friday 6:01 p.m. to 5:59 a.m., Saturday, Sunday and Holidays (local time)

b. Constraints

Subject to security policies, regulations, and procedures, the Government will permit Contractor access to all equipment maintained under this task order.

c. General Maintenance Requirements

The Contractor shall provide maintenance support including technical troubleshooting, problem resolution, and component repair in order to maintain and keep the equipment covered under the contract in full operating condition. In addition, the Contractor shall:

1. Provide the Government with a designated POC and provide toll-free continuous telephone coverage 24 hour per day, 7 days per week, without exception.
2. Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment,

technical manuals/publications, and other services.

3. Provide data on all maintenance activities in accordance with the provisions of Section C.2.2.1.

d. Types of Maintenance

The following sections describe the maintenance support that shall be provided by the Contractor under this contract.

(1) Preventive Maintenance

The Contractor shall perform preventive maintenance in accordance with standard OEM practices; that is, preventive maintenance shall only be performed on equipment for which preventive maintenance is recommended by the OEM.

Preventive maintenance shall include, at a minimum:

- a. Cleaning, lubricating, adjusting, inspecting, running diagnostic tests, and replacing all parts and components necessary to keep the equipment functioning within the specifications defined by the OEM. The Contractor shall supply all parts and materials required unless provided by the Government in accordance with Section C.8, Government Furnished Supplies, Facilities, and Equipment.
- b. Running all diagnostics, repair, and replacement of all software and equipment parts determined to be defective.

The Contractor shall perform preventive maintenance in a manner as to avoid unreasonable and/or unplanned interference with the Government's normal operations. The frequency, duration, and quality of preventive maintenance, as well as the manner in which it is performed, shall be, at a minimum, equal to that prescribed by the OEM and provided for like equipment under the OEM's standard commercial maintenance contracts.

The Contractor shall take every reasonable precaution to anticipate problems and take necessary corrective action to prevent equipment failure prior to its occurrence.

(2) Remedial Maintenance

The Contractor shall provide remedial maintenance. Remedial maintenance shall include all travel, transportation, labor, and parts required for return of a malfunctioning system or equipment to full operating condition. PPM shall provide either 4 hours return to service or Next Business Day (NBD) return to service between the hours of 6:00 AM to 6:00 PM local time, as specified by the Government. 7 x 24 or PPM and OPPM shall be provided to Government specified equipment and a 4-hour return to service shall be supplied.

Remedial maintenance applies to malfunctioning resources, including hardware and software, and is defined as determining why such malfunction occurred and either repairing or replacing it so that full functionality is restored.

(3) On-Call (Full Coverage) Maintenance

The Contractor shall provide on-call (full coverage) maintenance. On-call maintenance is defined as the method of maintenance whereby the contractor's personnel perform both preventive and remedial maintenance on Government equipment at Government's location(s). On-call maintenance shall include:

- a. All transportation, labor, and parts required for remedial maintenance
- b. Unlimited remedial maintenance calls
- c. Preventive maintenance

Only equipment specified by location and serial number in the entitlement database shall qualify for On-Call maintenance. The Government will update the entitlement database on a quarterly basis. Maintenance Category changes between entitlement databases shall be processed per Attachment B - Maintenance Category Rules. Each item under on-call maintenance shall have an operational use rate of 97 percent.

(4) Per-Call Maintenance

The Contractor shall provide per-call maintenance including diagnosis and correction of equipment malfunctions and failures as may be necessary to restore the equipment to good working condition. The Contractor shall provide a diagnosis of the problem, the estimated time for repair, and a cost estimate within four (4) hours of the time the per-call authorization is provided by the INS task order manager or designee. The Contractor shall be paid on a time-and-material basis using Section B rates. The Contractor shall combine multiple service calls, whenever feasible, to reduce the cost to the Government. Multiple repairs at the same location shall be charged only one minimum labor and portal-to-portal charge. Per-call maintenance shall be used for all items of equipment without CLINs.

Parts and labor shall be warranted for a minimum of 90 days from the date the service is rendered. If additional calls are required during the warranty period for the warranted repair, they shall be made at no additional cost to the Government, and a new warranty period shall start from the date of last repair.

(5) Depot Maintenance

The Contractor shall perform depot maintenance. Depot maintenance is a full repair service plan performed at the contractor's facility or at a facility of the contractor's agent. Under depot maintenance the INS will be responsible for shipping a failed item (at the

Government's expense) to the contractor's designated maintenance depot. If the depot is nearby, the INS may carry the item to the depot or the contractor shall pick up the item at the INS site, as directed by the Government (excluding Saturday, Sunday, and Federal Holidays).

The Contractor shall repair and return the failed item within 48 hours under Time and Materials reimbursement. If the Contractor cannot repair the equipment within the specified time frame, the contractor shall provide a replacement for the component within 2 additional working days if mutually agreed upon by the Government and the contractor. The 48-hour turn-around time for the completion of maintenance activities shall be measured from the time the item arrives at the Contractor's facility to the time the item is operationally returned to the Government.

All normal shipping charges will be at the expense of the Government. The Government will pay additional shipping charges on a cost reimbursable basis for any equipment that is shipped priority per the Contracting Officer's Technical Representative's direction. The Government will pay for contractor approved shipping boxes on a cost reimbursable basis for laptops shipped to the Depot.

Subtask 2 - Repair Time Tracking

The Contractor shall track all repair times. Notification to the contractor of equipment failure may be made at any time, 24 hours per day, 7 days per week, without exception. Where the Government has equipment covered under both PPM and OPPM the maintenance repair time shall begin from the time of the first notification to the contractor by the Government that remedial maintenance is required and shall extend until the time that repairs are completed. The repair time will not include time during which the contractor is denied access to the equipment through no fault of the contractor. In cases where equipment is only covered for the PPM, the repair time shall begin from the first moment of covered time following notification (e.g., problems reported after 6:00 p.m., Monday through Friday excluding Government holidays, PPM service delivery will start 6:00 a.m. on the following business day).

Subtask 3 - Quality Control Tracking

a. Responsibilities of the Contractor

All services under this contract shall be performed by trained and technically experienced personnel providing the required service in accordance with accepted commercial practice without unreasonable delays or interference with Government functions. All Contractor maintenance personnel shall be OEM-certified prior to performing any maintenance activity that would otherwise void an OEM warranty. Use of trainee personnel for maintenance services on this contract shall not be allowed.

The Contractor is responsible for recommending changes in the type of maintenance service to improve both cost effectiveness and level of support provided to the Government. Any such recommendations will be forwarded to the COTR and will not be implemented unless they receive a written COTR approval.

b. Parts Quality

The Contractor shall maintain an inventory of software and spare and repair parts and all necessary tools and instruments, not separately priced, to properly and effectively maintain all equipment, including communications equipment for the life of the contract. The Contractor shall use only new standard parts or parts that are of a quality and functionality equal to or exceeding that which was installed in the equipment by the OEM and warranted as new in effecting repairs.

c. Parts Replacement

The Contractor shall provide parts that meet OEM specifications. If equipment cannot be repaired on site, a replacement unit of equal or superior performance must be provided until equipment repair and return is effected. The replacement equipment must possess the same level of functionality and interoperability as the original equipment. If a part is not new, it shall be identified as used or reconditioned and warranted as new. The Contractor shall update the AMIS database, as applicable, when any parts are replaced or swapped. Parts that have been replaced shall become the property of the Contractor with the exception of hard disks, which may or may not be returned to the Contractor. The Government may, at its discretion, elect to retain the replaced parts or direct their destruction, due to security reasons. In no case shall the Contractor use any replacement parts or repair methods or techniques that would result in the OEM refusing to honor their warranty or otherwise not support the equipment. No additional charge shall be made for replacement parts unless such parts are required due to the fault or negligence of the Government.

d. Protection of Information

The Contractor shall prevent loss of information such as on a hard disk during all maintenance activities by taking steps to protect and, at the Government's direction, restore, as necessary, any information residing in the equipment being maintained. The Contractor shall perform all maintenance and repair to data storage devices as may be required under the terms of this contract, using only those personnel who have been approved by the Government to work under this contract. Prior to removal of any storage device for repair or replacement, the Contractor shall make a reasonable effort to ensure that all user software has been backed up and shall electronically erase, beyond restoration, all data residing on the device. If the Contractor needs or chooses to return a piece of equipment to a depot or other contractor site for repair, all data shall be removed from the piece of equipment, which may include degaussing and/or removing the hard disk prior to removing the equipment from the site. The Contractor shall be responsible for notifying the COTR if a hard disk containing information has been

inadvertently shipped to a maintenance depot or contractor site.

e. Liability for Damage and Injury

The Contractor shall be liable for all damages to Government property arising from the use of equipment maintained by the Contractor when such injury or damage is due to the fault or negligence of the Contractor. The Contractor shall be responsible for all damages or injury to persons that occur as a result of the Contractor's fault or negligence. The Contractor shall take proper safety and health precautions to protect the work, the workers, the public, and the property of others. The Contractor shall also be responsible for all materials delivered and work performed until completion and acceptance by the Government.

f. Alterations to Government Property

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

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

The period of performance for this Task Order is 1 October 2000 through 30 September 2001.

5. Place of Delivery or Performance

Work under this Task Order shall be performed at INS Headquarters' offices, the INS Theaters, and the various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), Administrative Support Centers, Designated Law Enforcement Agencies, and Sector Offices.

6. Deliverables

Refer to Attachment A - Task Order Deliverables and Distribution List

7. Security Requirements

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

8. Other Direct Costs

Authorization for the use of other direct costs, such as Travel, Training, and Overtime

shall be obtained in accordance with procedures contained in the Field Operations Support and Hardware Maintenance (FOS/HM) Site/Theater Manager's Manual, Version 4, dated December 1999 or a higher level version. The current version of the FOS/HM Site Manager's Manual will be updated semiannually and may be accessed through the INS Intranet at <http://161.214.241.133/usersvcs/USB/FOS/FOS.html>.

9. Special Requirements

Not applicable

Attachment A - Task Order Deliverables and Distribution List

Deliverable Number: 1

Title of Deliverable: Preventive Maintenance Plan and Schedule

Description: Describes preventive maintenance requirements by manufacturer, item description, model number, and establishes a schedule for each INS site for the FY

Contract Reference: F.4 and Task Order

Frequency: Annually

Date of Submission: 30th working day after the effective date of the task order

Number of Copies: 5

INS Distribution:

Contracting Officer

Contracting Officer's Technical Representative (2)

INS Project Manager

INS Task Manager

Deliverable Number: 2

Title of Deliverable: Maintenance Operations Report

Description: A report that provides statistics regarding the number of on-call and per-call maintenance calls received during the reporting period; average response times, and any notable variations from the standard on-call and per-call response time with an explanation of delays; preventive maintenance calls made during the reporting period; trends and frequencies in problems reported and any actions taken to address recurring problems; equipment serviced that did not appear in the Information Technology Tracking System (ITTS); current OEM product announcements related to manufacturing and servicing termination dates on ADP equipment maintained in ITTS.

Contract Reference: F.4 and Task Order

Frequency: Weekly

Date of Submission: 2nd workday of the week

Number of Copies: 4

INS Distribution:

Contracting Officer's Technical Representative (2)

INS Project Manager

INS Task Manager

Deliverable Number: 3

Title of Deliverable: Service Incident Report

Description: Report on service provided, to whom, equipment problem, resolution, etc.

Contract Reference: F.4

Frequency: Continuous

Date of Submission: As needed

Number of Copies: 3

INS Distribution:

Contracting Officer's Technical Representative
INS Project Manager
INS Task Manager

Attachment B - Maintenance Category Rules

Scenario	Maintenance Category A	Maintenance Category B	Rule
1	ADP equipment not included in ITTS under Maintenance Category A	ADP equipment included in ITTS under Maintenance Category B as "On-Call"	ADP equipment repaired under Per-Call Authorization for 60 days from the entitlement database effective date or the first maintenance event, whichever comes first. After 60 days or the first maintenance event, whichever comes first, the equipment shall be maintained under "4-hour restore to service or NBD restore to service"
2	ADP equipment included in ITTS under Maintenance Category A as "Per-Call"	ADP equipment included in ITTS under Maintenance Category B as "On-Call"	ADP equipment repaired under Per-Call Authorization for 60 days from the entitlement database effective date or the first maintenance event, whichever comes first. After 60 days or the first maintenance event, whichever comes first, the equipment shall be maintained under "4-hour restore to service or NBD restore to service"
3	ADP equipment included in ITTS under Maintenance Category A as "Per-Call"	ADP equipment included in ITTS under Maintenance Category B as "On-Call" and was repaired under a Per-Call Authorization while in Maintenance Category A	Equipment maintained under "4 hour restore to service or NBD restore to service"

Attachment B - Maintenance Category Rules (continued)

Scenario	Maintenance Category A	Maintenance Category B	Rule
4	ADP equipment included in ITTS under Maintenance Category A as "On-Call"	ADP equipment included in ITTS under Maintenance Category B as "Warranty"	Equipment maintained under "Warranty"
5	ADP equipment included in ITTS under Maintenance Category A as "Per-Call"	ADP equipment included in ITTS under Maintenance Category B as "Warranty"	Equipment maintained under "Warranty"
6	ADP equipment included in ITTS under Maintenance Category A as "Warranty"	ADP equipment included in ITTS under Maintenance Category B as "On-Call"	Equipment maintained under "4 hour restore to service or NBD restore to service"
7	ADP equipment not included in ITTS under Maintenance Category A	ADP equipment included in ITTS under Maintenance Category B as "Warranty"	Equipment maintained under "Warranty"

Task Order 7 – Maintenance - Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS01-007

2. **Introduction**

a. Organizations Involved

(1) **Service Provider:** Wang Government Services Inc.

(2) **POC Names:** [REDACTED]

(a) **Location:** 1325 G Street
9th Floor, Suite 930
Washington, DC 20005

b6

(b) **Telephone Numbers:** (202) 616-0018

(2) **End User Organization:**

(a) **POC Names:** Leslie Hope

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

(c) **Telephone Numbers:** (202)-353-7297

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

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

3.1 **WGS agrees it will:**

a) Provide three levels of hardware maintenance support.

- On-Call (full coverage)
 - ◆ 4 Hour PPM
 - ◆ 4 Hour OPPM
 - ◆ NBD PPM
- Per-Call (remedial maintenance)
- Depot Maintenance

As specified by the Government at Attachments A - F.

- b) Provide maintenance support, to identified equipment, including technical troubleshooting, problem resolution, and component repair, in order to maintain and keep the equipment covered under FOS/HM in full operating condition.
- c) Provide services in accordance with OEM practices and standards without unnecessary delay or interference with Government functions.
- d) Provide four (4) hour return to service on critical equipment identified in Attachment A. Provide Next Business Day (NBD) return to service on all equipment identified in Attachment B. A LAN Server is defined as – A computer containing files available to all users connected to a local area network (LAN). In some LANs, a microcomputer is designated as the file server, while in others it is a computer with a large disk drive and specialized software. Some file servers offer other resources such as gateways and protocol conversion. Equipment such as the RS6000 and those items covered by other than personal computer-LAN server CLIN are not defined as a LAN server.
- e) Provide repair and shipping of equipment requiring depot maintenance within 2 business days. The turn-around time for the completion of maintenance activities will be measured from the time the item arrives at the contractor's facility to the time the item is shipped to the Government.
- f) Provide Principal Period of Maintenance (PPM) service, Monday through Friday 6 a.m. to 6 p.m. (local time), excluding holidays.
- g) Provide Outside the Principal Period of Maintenance (OPPM); all times other than PPM.
- h) Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.
- i) Provide the Director, Customer Service updates on all task order activities conducted on a weekly basis.
- j) Provide either 4 hour return to service (PPM only) maintenance service or 24 hours/day, 7 days/week (PPM and OPPM) maintenance service for the critical devices identified in Attachment A.
- k) Provide Next Business Day (NBD) return to service on all equipment identified in Attachment B.

- l) Provide Help Desk Telephone 24 hours a day, 7 days a week for maintenance requirements.
- m) Maintain an inventory of spare parts, repair parts, and all necessary tools and instruments to properly and effectively maintain all equipment. Use new standard parts or parts that are of a quality and functionality equal to or exceeding that which was installed in the equipment by the OEM and warranted as new in effecting repairs.
- n) Take appropriate preventive measures to prevent the loss of information, such as data stored on a hard disk, during all maintenance activities.
- o) Take appropriate steps to protect and restore, as required, any information residing in the equipment being maintained.
- p) Identify any used or reconditioned and warranted as new part to the Government prior to installation.
- q) Ensure that a reasonable effort is made to back up user software prior to removing any storage device for repair or replacement.
- r) Follow the requirements of the INS Computer Security Office at INS Headquarters.
- s) Charge only one minimum labor and portal-to-portal charge for multiple repairs at the same location.
- t) Send a pre-paid express-delivery box to the INS site, in which a Laptop/Notebook can be delivered to the nearest Service Provider maintenance depot. The express-delivery box will arrive no later than two days from the Help Desk Call.
- u) Ship Laptops/Notebooks to service within 5 business days of receipt at the maintenance depot.
- v) Provide a 90 day warranty on parts from the date of service.
- w) Notify the Contracting Officer Technical Representative (COTR) and Theater Manager if a hard disk containing information has been inadvertently shipped to a maintenance depot or contractor site.
- x) Provide an information mechanism to update FOS/HM personnel on current contract issues.
- y) There will be no pre-inspection charges for any equipment located at the remaining seven (7) INS sites that have not yet provided inventory data.

Equipment will be added to the inventory as it is identified and subsequently maintained in accordance with the terms and conditions of this task order.

- z) The parties agree that any equipment added to on-call maintenance which fails within the first sixty (60) days after inclusion in the inventory database will be repaired on a Per-Call basis for the first maintenance event.
- aa) If during a maintenance call it is determined that equipment was identified in the wrong category (e.g. identified as a stand-alone PC when the device is actually a server), the Government agrees to fund the recurring incremental contract price difference for the incorrectly categorized device. Funding will be retroactive to the date the device was added to contract maintenance.
- bb) OEM product announcements related to manufacturing and servicing termination dates on ADP equipment maintained in ITTS within 60 days of the OEM announcement.

3.2 Performance Incentives

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

Maintenance - Performance Incentives						
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations
On-call maintenance response time	Restore service within 4 hours, for critical equipment identified in Attachment A, 90 days after completion of their inventory	98% of out of service equipment identified in Attach A, restored to service within 4 hours from notification	Quarterly	Trouble tracking system, user feedback, on-site inspection	+/-1% @ of total monthly price equipment covered by the standard on-call maintenance support @ +/-1% variance*	Performance = Actual time to restore equipment to service
	Next Business Day (NBD) restore to service for equipment identified in Attach B, 90 days after completion of the validated inventory	98% of out of service equipment identified in Attach B, restored to service by close of the next business day				
Depot Maintenance	Repair and ship equipment within 2 business days and 5 business days for laptops	98% of equipment repaired and shipped within 2 business days or 5 business days for laptops	Quarterly	Trouble tracking system, user feedback, on-site inspection	-1% @ total monthly price for depot maintenance support @ +/-1% variance	Performance = Actual time to repair and return equipment

3.2.1 Contractor Payment

- a. Contractor Payment For performance of service that meets the standard, the

contractor shall be paid the validated bill for the service.

- b. For performance of a service that does not meet the standard the contractor shall be paid the validated bill for the service less the reduced value of the service for unsatisfactory contract performance. The reduced value will be determined by using the variance determinant established in the performance factor column.
- c. For performance of a service that exceeds the standard, the contractor shall be paid the validated bill for the service plus a positive incentive credit for exceptional contract performance. The performance credit will be determined by using the variance determinant established in the performance factor column.
- d. Any reductions or increases to a validated bill for service will be made during the period in which the contracting officer makes the determination that a reduction or increase is appropriate, regardless of the period in which the performance occurred.
- e. Performance incentives will not exceed 2% of the related maintenance.

3.2.2 Example of Determination of Reduction

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

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

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

Total task order value at risk: \$1,500,000

Number of on-call maintenance requests: 100

Number of on-call maintenance items restored to service within 4 hours: 95

On-call maintenance restored to service within 4 hours: 95%

Incentive based on +/- 1% variance, the maximum amount allowed to be deducted is 2%

Variance: 3%

Total Reduction for the Quarterly Period: **\$30,000** (\$1,500,000 times .02 variance)

3.2.3 Example of Determination of Performance Credit

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

Number of on-call items restored to service within 4 hrs from notification = Response Time
Number of on-call maintenance requests

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

Number of on-call maintenance requests: 100

Number of on-call maintenance items restored to service within 4 hours: 100

On-call maintenance restored to service within 4 hours: 100%

Incentive based on +/- 1% variance

Variance: 2%

Total Performance Credit for the Quarterly Period: **\$30,000** (\$1,500,000 times .02 variance)

4. Responsibilities of the End-User Organization

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

- a) Act as the central point for receiving and providing hardware and software maintenance information.
- b) Describe the process used to ensure end-users know the procedures to obtain hardware maintenance services.
- c) Provide all known inventory data to allow for a thorough analysis of contract baseline equipment counts by location.
- d) Provide timely property tag coordination and approval to remove property or parts and material from site.
- e) Ensure the list of equipment covered for both preventive and remedial

maintenance is included in the Information Technology Tracking System (ITTS).

- f) Provide WGSII access to the equipment maintained by the contract.
- g) Track all equipment maintained by separate agreements with the Original Equipment Manufacturer (OEM) or a 3rd party.
- h) Pay shipping charges to the Depot.
- i) Authorize equipment not covered in FOS/HM Contract for repair. The Government will provide advance notification for any Per-Call maintenance activity.
- j) The Government will provide space at each location adequate to store spare parts and at each of the locations a secure office space. This office should be 10 x 10, with telephone access and LAN connection where the Service Provider has dedicated CREs. The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM.
- k) Remedy software licenses to support 6 fixed/floating users.
- l) INS will coordinate with the Service Provider to ensure connectivity of the DS1 telecommunications line between 425 I Street (INS) and the WGSII facility.
- m) Pay all shipping and handling cost for Laptops/Notebooks.

5. Conclusion

- a) Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed semi-annually.
- b) Out of cycle reviews may be proposed by any party. Out of cycle review changes will not go into effect until 45 calendar days after approval by both parties.
- c) The terms of this SLA are effective upon acceptance.

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

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service Task Manager

Service Provider Representative Signature

Attachments:

- A: Equipment Maintained on "On-Call 4 hour Restore to Service" Basis
- B: Equipment Maintained on "On-Call - Next Business Day" Basis
- C: Equipment Maintained on "Per-Call" Basis
- D: Equipment Maintained on "Depot" Basis
- E: Items Maintained Through Separate Agreement with OEM/3rd Party
- F: Equipment Not Covered by FOS/HM Contract

Attachment A:

Equipment Maintained On "On-Call - 4 Hour Restore to Service" Basis

Personal Computers - Pentium (Mission Critical)

Attachment B:

Equipment Maintained On "On-Call - Next Business Day" Basis

Bar Code Readers and Scanners

Bar Code Printers

Personal Computers - 486 SX/DX

Personal Computers - Pentium (Non-Mission Critical)

Personal Computers - Macintosh

Personal Computers - LAN Servers (Non-Mission Critical)

Personal Computers - LAN Servers (Mission Critical)

Printers - Laser

Printers - Line

Printers - Letter Quality

Scanners - Fingerprint

Attachment C:

Equipment Maintained On "Per-Call" Basis

Communication Devices

Intelligent LAN Hub - Small

Intelligent LAN Hub - Large

Dumb LAN Hub

Terminals

CNT Channel Extenders, Model 5320-PTP

3420 Tape Drive

3803 Tape Drive Controller

A22 Magnetic Tape Subsystem

B22 Tape Drive Tape Unit

HP-9000

Mini Computer - Sequent S30

Mini Computer - HP E Series

Mini Computer - IBM System 36

Mini Computer - HP K-200 Series

Paper Handling Devices - Bursters/Decollater

Plotters

Remote Communication Controllers Units

Hand Geometry Scanner

IBM 3174 - 1R Multiplexor

IBM 3274 - 41C Controllers

Floppy Disk Drive - External

Hard Disk Drive - External

Hard Disk Drive Array - External

CD-ROM/WORM - Single External

CD-ROM/WORM - Multiple External

Tape Backup Unit - External

Sun Sparc 2

Scanners - Flatbed

Scanners - Handheld

Q-Matic CMIS-Number Boards

Attachment D:

Equipment Maintained On "Depot" Basis

Personal Computers - Portable

All Equipment Located at INS OCONUS Locations

Attachment E:
Items Maintained Through Separate Agreement
With OEM/3rd Party

Cisco Routers

Attachment F:

Equipment Not Covered in FOS/HM Contract

With proper authorization by INS, the following units can be repaired under "Per-Call"

Computers with 386-class or lower CPUs

Older Equipment e.g., dot matrix printers, bubble jet printers

IDP and DGI Laptops

Mini Computer – Data General MV5500

Mini Computer – Data General MV5600

Mini Computer – Netframe 250

Mini Computer – Netframe 450

Mini Computer – Netframe 8500

Modems

Xerox 4090X Printing System

IBM 3160 Printing System

Microtek Scanmaker E3 Series - Desktop Scanner (obsolete)

Diversified Technologies, Model 910 Servers (obsolete)

Canon 360 PS, Color Laser Printers (obsolete)

ETC Sequencers (Obsolete)

Hewlett Packard, Model Laserjet III or earlier models (Obsolete)

receipt at the depot. WGSJ will pay all shipping and handling costs associated with providing this service on laptops. IDP laptops are excluded from the 5 day return to service.

Wang will commence all time and material provided services after receiving written approval from the Director, EUC/INS or her designated representative.

All equipment for which Help Desk tickets have been opened prior to 1 March 1998 will remain the responsibility of GTE or if directed in writing by the Director, EUC or her designee will be handled on a Time and Material basis by WGSJ. On 2 March 1998 WGSJ will provide to the Director, EUC a list of all open tickets as of 28 February 1998.

Task 3 - Types of Maintenance

The WGSJ Team will provide two on-site distinct levels of maintenance to ensure reliable, affordable support to all INS offices, whether they are in remote locations or major metropolitan areas as follows:

- **On Call Maintenance** is offered during the PPM and the OPPM as ordered. A single monthly rate includes travel, transportation, parts and labor required to perform remedial and preventive maintenance. The on-call maintenance strategy includes a mixture of dedicated onsite Customer Resource Engineers (CREs) (where INS concentrations require) and local CREs dispatched to support smaller INS sites from nearby WGSJ locations. A combination of onsite stocking and overnight shipment of spares will be used to ensure parts availability. Through this approach, WGSJ will meet the requirement to return devices and systems to service within four hours of notification. This level of service is most cost effective when used to service large concentrations of end users and equipment.
- **PPM** will provide a next business day return to service between the hours of 6:00 AM to 6:00PM local time. This represents the majority of equipment to be serviced.
- **7 x 24 or PPM and OPPM** will be provided to specified equipment and a 4 hour return to service will be supplied. This will be applied to critical systems as identified by the INS.

OCONUS locations will be supported under this interim agreement through our depot maintenance. The fixed price will cover exchange of equipment that is shipped back to our depot facility in Tewksbury, MA. Calls will still be received through the WGSJ help desk located in Washington, DC. Equipment that is in need of repair will be reported to the help desk and initial triage will be determined by the Tier 2, Help Desk analyst, a part will be shipped to the OCONUS location. Upon receipt the user, if necessary, may call back to the help desk for assistance install the equipment. Once installed and tested the failed equipment should be returned to Tewksbury, MA in the same package the replacement was shipped in. This Task Order is an interim approach pending the completion of Task Order 6. INS will be responsible for all duties, taxes and other costs associated with OCONUS shipping.

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1131	Pyramid Model XXX - PPM	1,069.88	0	0.00
1132	Pyramid Model XXX - OPPM	1,069.88	0	0.00
1133	Pyramid Model XXX - NBD PPM	962.89	0	0.00
1140	HP-9000	0.00	0	0.00
1141	HP-9000 - PPM	83.30	0	0.00
1142	HP-9000 - OPPM	83.30	0	0.00
1143	HP-9000 - NBD PPM	74.97	0	0.00
1150	Mini Computer - Sequent S30	0.00	0	0.00
1151	Mini Computer - Sequent S30 - PPM	407.22	0	0.00
1152	Mini Computer - Sequent S30 - OPPM	407.22	0	0.00
1153	Mini Computer - Sequent S30 - NBD PPM	366.50	0	0.00
1160	Mini Computer - HP E Series	0.00	0	0.00
1161	Mini Computer - HP E Series - PPM	93.48	0	0.00
1162	Mini Computer - HP E Series - OPPM	93.48	0	0.00
1163	Mini Computer - HP E Series - NBD PPM	84.13	0	0.00
1170	Mini Computer - Data General MV5500	0.00	0	0.00
1171	Mini Computer - Data General MV5500 - PPM	218.42	0	0.00
1172	Mini Computer - Data General MV5500 - OPPM	218.42	0	0.00
1173	Mini Computer - Data General MV5500 - NBD PPM	196.58	0	0.00
1180	Mini Computer - Data General MV5600	0.00	0	0.00
1181	Mini Computer - Data General MV5600 - PPM	217.49	0	0.00
1182	Mini Computer - Data General MV5600 - OPPM	217.49	0	0.00
1183	Mini Computer - Data General MV5600 - NBD PPM	195.74	0	0.00
1190	Mini Computer - IBM System 36	0.00	0	0.00
1191	Mini Computer - IBM System 36 - PPM	300.79	0	0.00
1192	Mini Computer - IBM System 36 - OPPM	300.79	0	0.00
1193	Mini Computer - IBM System 36 - NBD PPM	270.71	0	0.00
1200	Mini Computer - HP K-2000 Series	0.00	0	0.00
1201	Mini Computer - HP K-2000 Series - PPM	130.50	0	0.00
1202	Mini Computer - HP K-2000 Series - OPPM	130.50	0	0.00
1203	Mini Computer - HP K-2000 Series - NBD PPM	117.45	0	0.00
1210	Mini Computer - Netframe 250	0.00	0	0.00
1211	Mini Computer - Netframe 250 - PPM	364.65	0	0.00
1212	Mini Computer - Netframe 250 - OPPM	364.65	0	0.00
1213	Mini Computer - Netframe 250 - NBD PPM	328.19	0	0.00
1220	Mini Computer - Netframe 450	0.00	0	0.00
1221	Mini Computer - Netframe 450 - PPM	364.65	0	0.00
1222	Mini Computer - Netframe 450 - OPPM	364.65	0	0.00
1223	Mini Computer - Netframe 450 - NBD PPM	328.19	0	0.00
1230	Mini Computer - Netframe 8500	0.00	0	0.00
1231	Mini Computer - Netframe 8500 - PPM	610.83	0	0.00
1232	Mini Computer - Netframe 8500 - OPPM	610.83	0	0.00
1233	Mini Computer - Netframe 8500 - NBD PPM	549.75	0	0.00
1240	Modems - External	0.00	0	0.00
1241	Modems - External - PPM	3.61	0	0.00
1242	Modems - External - OPPM	3.61	0	0.00
1243	Modems - External - NBD PPM	3.25	0	0.00
1250	Personal Computers - 386DX/SX	0.00	0	0.00
1251	Personal Computers - 386DX/SX - PPM	7.22	0	0.00

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1252	Personal Computers - 386DX/SX - OPPM	7.22	0	0.00
1253	Personal Computers - 386DX/SX - NBD PPM	5.42	0	0.00
1260	Personal Computers - 486DX/SX	0.00	0	0.00
1261	Personal Computers - 486DX/SX - PPM	7.03	0	0.00
1262	Personal Computers - 486DX/SX - OPPM	7.03	0	0.00
1263	Personal Computers - 486DX/SX - NBD PPM	5.27	3,495	18,427.39
1270	Personal Computers - Pentium	0.00	0	0.00
1271	Personal Computers - Pentium - PPM	5.46		0.00
1272	Personal Computers - Pentium - OPPM	5.46	0	0.00
1273	Personal Computers - Pentium - NBD PPM	4.10	20,412	83,587.14
1280	Personal Computers - Macintosh	0.00	0	0.00
1281	Personal Computers - Macintosh - PPM	11.11	0	0.00
1282	Personal Computers - Macintosh - OPPM	11.11	0	0.00
1283	Personal Computers - Macintosh - NBD PPM	8.33	45	374.96
1290	Personal Computers - Portable PC's	0.00	0	0.00
1291	Personal Computers - Portable PC's - PPM	16.66	0	0.00
1292	Personal Computers - Portable PC's - OPPM	16.66	0	0.00
1293	Personal Computers - Portable PC's - NBD PPM	12.50	0	0.00
1300	Personal Computers - LAN Servers	0.00	0	0.00
1301	Personal Computers - LAN Servers - PPM	68.49	0	0.00
1302	Personal Computers - LAN Servers - OPPM	68.49	0	0.00
1303	Personal Computers - LAN Servers - NBD PPM	47.94	1,405	67,359.92
1310	Paper Handling Devices - Bursters/Decollaters	0.00	0	0.00
1311	Paper Handling Devices - Bursters/Decollaters - PPM	22.21	0	0.00
1312	Paper Handling Devices - Bursters/Decollaters - OPPM	22.21	0	0.00
1313	Paper Handling Devices - Bursters/Decollaters - NBD PPM	19.99	0	0.00
1320	Plotters	0.00	0	0.00
1321	Plotters - PPM	24.99	0	0.00
1322	Plotters - OPPM	24.99	0	0.00
1323	Plotters - NBD PPM	22.49	0	0.00
1330	Printers - Bubble Jet Printers	0.00	0	0.00
1331	Printers - Bubble Jet Printers - PPM	9.26	0	0.00
1332	Printers - Bubble Jet Printers - OPPM	9.26	0	0.00
1333	Printers - Bubble Jet Printers - NBD PPM	8.33	0	0.00
1340	Printers - Dot-Matrix Printers	0.00	0	0.00
1341	Printers - Dot-Matrix Printers - PPM	5.55	0	0.00
1342	Printers - Dot-Matrix Printers - OPPM	5.55	0	0.00
1343	Printers - Dot-Matrix Printers - NBD PPM	5.00	0	0.00
1350	Printers - Laser Printers	0.00	0	0.00
1351	Printers - Laser Printers - PPM	4.91	0	0.00
1352	Printers - Laser Printers - OPPM	4.91	0	0.00
1353	Printers - Laser Printers - NBD PPM	4.42	9,270	40,964.13
1360	Printers - Line Printers	0.00	0	0.00
1361	Printers - Line Printers - PPM	29.62	0	0.00
1362	Printers - Line Printers - OPPM	29.62	0	0.00
1363	Printers - Line Printers - NBD PPM	26.66	7	186.61
1370	Printers - Letter Quality Printers	0.00	0	0.00
1371	Printers - Letter Quality Printers - PPM	5.92	0	0.00
1372	Printers - Letter Quality Printers - OPPM	5.92	0	0.00

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1373	Printers - Letter Quality Printers - NBD PPM	5.33	41	218.45
1380	Remote Communication Controllers Units	0.00	0	0.00
1381	Remote Communication Controllers Units - PPM	6.39	0	0.00
1382	Remote Communication Controllers Units - OPPM	6.39	0	0.00
1383	Remote Communication Controllers Units - NBD PPM	5.75	0	0.00
1390	OCR Passport Scanner	0.00	0	0.00
1391	OCR Passport Scanner - PPM	98.10	0	0.00
1392	OCR Passport Scanner - OPPM	98.10	0	0.00
1393	OCR Passport Scanner - NBD PPM	88.29	0	0.00
1400	Scanners - Flatbed Scanner	0.00	0	0.00
1401	Scanners - Flatbed Scanner - PPM	13.88	0	0.00
1402	Scanners - Flatbed Scanner - OPPM	13.88	0	0.00
1403	Scanners - Flatbed Scanner - NBD PPM	12.49	0	0.00
1410	Scanners - Handheld Scanner	0.00	0	0.00
1411	Scanners - Handheld Scanner - PPM	5.65	0	0.00
1412	Scanners - Handheld Scanner - OPPM	5.65	0	0.00
1413	Scanners - Handheld Scanner - NBD PPM	5.09	0	0.00
1420	Scanners - Fingerprint Scanner	0.00	0	0.00
1421	Scanners - Fingerprint Scanner - PPM	41.65	0	0.00
1422	Scanners - Fingerprint Scanner - OPPM	41.65	0	0.00
1423	Scanners - Fingerprint Scanner - NBD PPM	37.49	506	18,967.41
1430	Q-Matic CMIS-Number Boards	0.00	0	0.00
1431	Q-Matic CMIS-Number Boards - PPM	56.46	0	0.00
1432	Q-Matic CMIS-Number Boards - OPPM	56.46	0	0.00
1433	Q-Matic CMIS-Number Boards - NBD PPM	50.81	0	0.00
1440	ETC Call Sequencer	0.00	0	0.00
1441	ETC Call Sequencer - PPM	195.28	0	0.00
1442	ETC Call Sequencer - OPPM	195.28	0	0.00
1443	ETC Call Sequencer - NBD PPM	175.75	0	0.00
1450	Xerox 4090X Printing System	0.00	0	0.00
1451	Xerox 4090X Printing System - PPM	3,439.16	0	0.00
1452	Xerox 4090X Printing System - OPPM	3,439.16	0	0.00
1453	Xerox 4090X Printing System - NBD PPM	3,095.24	0	0.00
1460	IBM 3160 Printing System	0.00	0	0.00
1461	IBM 3160 Printing System - PPM	3,803.81	0	0.00
1462	IBM 3160 Printing System - OPPM	3,803.81	0	0.00
1463	IBM 3160 Printing System - NBD PPM	3,423.43	0	0.00
1470	"Ask Immigration" System with VCS3500T	0.00	0	0.00
1471	"Ask Immigration" System with VCS3500T - PPM	90.70	0	0.00
1472	"Ask Immigration" System with VCS3500T - OPPM	90.70	0	0.00
1473	"Ask Immigration" System with VCS3500T - NBD PPM	81.63	0	0.00
1480	Hand Geometry Scanner	0.00	0	0.00
1481	Hand Geometry Scanner - PPM	252.66	0	0.00
1482	Hand Geometry Scanner - OPPM	252.66	0	0.00
1483	Hand Geometry Scanner - NBD PPM	227.39	0	0.00
1490	CISCO Routers (7000 Series)	0.00	0	0.00
1491	CISCO Routers (7000 Series) - PPM	163.81	0	0.00
1492	CISCO Routers (7000 Series) - OPPM	163.81	0	0.00
1493	CISCO Routers (7000 Series) - NBD PPM	147.43	0	0.00

Attachment A - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1500	CISCO Routers (2000 Series)	0.00	0	0.00
1501	CISCO Routers (2000 Series) - PPM	34.24	0	0.00
1502	CISCO Routers (2000 Series) - OPPM	34.24	0	0.00
1503	CISCO Routers (2000 Series) - NBD PPM	30.82	0	0.00
1510	CISCO Routers (4000 Series and AGS Plus)	0.00	0	0.00
1511	CISCO Routers (4000 Series and AGS Plus) - PPM	300.79	0	0.00
1512	CISCO Routers (4000 Series and AGS Plus) - OPPM	300.79	0	0.00
1513	CISCO Routers (4000 Series and AGS Plus) - NBD PPM	270.71	0	0.00
1520	IBM 3174-1R Multiplexor	0.00	0	0.00
1521	IBM 3174-1R Multiplexor - PPM	39.80	0	0.00
1522	IBM 3174-1R Multiplexor - OPPM	39.80	0	0.00
1523	IBM 3174-1R Multiplexor - NBD PPM	35.82	0	0.00
1530	IBM 3274-41C Controllers	0.00	0	0.00
1531	IBM 3274-41C Controllers - PPM	41.65	0	0.00
1532	IBM 3274-41C Controllers - OPPM	41.65	0	0.00
1533	IBM 3274-41C Controllers - NBD PPM	37.49	0	0.00
1540	Floppy Disk Drive - External	0.00	0	0.00
1541	Floppy Disk Drive - External - PPM	2.50	0	0.00
1542	Floppy Disk Drive - External - OPPM	2.50	0	0.00
1543	Floppy Disk Drive - External - NBD PPM	2.25	0	0.00
1550	Hard Disk Drive - External	0.00	0	0.00
1551	Hard Disk Drive - External - PPM	6.20	0	0.00
1552	Hard Disk Drive - External - OPPM	6.20	0	0.00
1553	Hard Disk Drive - External - NBD PPM	5.58	0	0.00
1560	Hard Disk Drive Array - External	0.00	0	0.00
1561	Hard Disk Drive Array - External - PPM	43.50	0	0.00
1562	Hard Disk Drive Array - External - OPPM	43.50	0	0.00
1563	Hard Disk Drive Array - External - NBD PPM	39.15	0	0.00
1570	CD-ROM / WORM Single - External	0.00	0	0.00
1571	CD-ROM / WORM Single - External - PPM	2.31	0	0.00
1572	CD-ROM / WORM Single - External - OPPM	2.31	0	0.00
1573	CD-ROM / WORM Single - External - NBD PPM	2.08	0	0.00
1580	CD-ROM / WORM Multiple - External	0.00	0	0.00
1581	CD-ROM / WORM Multiple - External - PPM	108.28	0	0.00
1582	CD-ROM / WORM Multiple - External - OPPM	108.28	0	0.00
1583	CD-ROM / WORM Multiple - External - NBD PPM	97.45	0	0.00
1590	Tape Backup Unit - External	0.00	0	0.00
1591	Tape Backup Unit - External - PPM	14.81	0	0.00
1592	Tape Backup Unit - External - OPPM	14.81	0	0.00
1593	Tape Backup Unit - External - NBD PPM	13.33	0	0.00
1600	Per Call Maintenance	0.00	0	0.00
1601	Per Call Maintenance - PPM	118.00	0	0.00
1602	Per Call Maintenance - OPPM	118.00	0	0.00
1603	Depot	79.00	0	0.00
Grand Total		182.83	40,486	265,794.40

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1010	Bar Code Readers and Scanners	0.00	0	0.00
1011	Bar Code Readers and Scanners - PPM	4.44	0	0.00
1012	Bar Code Readers and Scanners - OPPM	4.44	0	0.00
1013	Bar Code Readers and Scanners - NBD PPM	4.00	4,764	19,036.94
1020	Bar Code Printers	0.00	0	0.00
1021	Bar Code Printers - PPM	34.24	0	0.00
1022	Bar Code Printers - OPPM	34.24	0	0.00
1023	Bar Code Printers - NBD PPM	30.82	541	16,671.46
1030	Communication Devices	0.00	0	0.00
1031	Communication Devices - PPM	10.18	0	0.00
1032	Communication Devices - OPPM	10.18	0	0.00
1033	Communication Devices - NBD PPM	9.16	0	0.00
1040	Intelligent LAN Hub - Small	0.00	0	0.00
1041	Intelligent LAN Hub - Small - PPM	19.44	0	0.00
1042	Intelligent LAN Hub - Small - OPPM	19.44	0	0.00
1043	Intelligent LAN Hub - Small - NBD PPM	17.50	0	0.00
1050	Intelligent LAN Hub - Large	0.00	0	0.00
1051	Intelligent LAN Hub - Large - PPM	837.58	0	0.00
1052	Intelligent LAN Hub - Large - OPPM	837.58	0	0.00
1053	Intelligent LAN Hub - Large - NBD PPM	753.82	0	0.00
1060	Dumb LAN Hub	0.00	0	0.00
1061	Dumb LAN Hub - PPM	5.74	0	0.00
1062	Dumb LAN Hub - OPPM	5.74	0	0.00
1063	Dumb LAN Hub - NBD PPM	5.17	0	0.00
1070	Terminals	0.00	0	0.00
1071	Terminals - PPM	3.98	0	0.00
1072	Terminals - OPPM	3.98	0	0.00
1073	Terminals - NBD PPM	3.58	0	0.00
1080	CNT Channel Extenders, Model 5320-PTP	0.00	0	0.00
1081	CNT Channel Extenders, Model 5320-PTP - PPM	310.97	0	0.00
1082	CNT Channel Extenders, Model 5320-PTP - OPPM	310.97	0	0.00
1083	CNT Channel Extenders, Model 5320-PTP - NBD PPM	279.87	0	0.00
1090	3420 Tape Drive	0.00	0	0.00
1091	3420 Tape Drive - PPM	201.76	0	0.00
1092	3420 Tape Drive - OPPM	201.76	0	0.00
1093	3420 Tape Drive - NBD PPM	181.58	0	0.00
1100	3803 Tape Drive Controller	0.00	0	0.00
1101	3803 Tape Drive Controller - PPM	169.37	0	0.00
1102	3803 Tape Drive Controller - OPPM	169.37	0	0.00
1103	3803 Tape Drive Controller - NBD PPM	152.43	0	0.00
1110	3480-A22 Magnetic Tape Subsystem	0.00	0	0.00
1111	3480-A22 Magnetic Tape Subsystem - PPM	415.55	0	0.00
1112	3480-A22 Magnetic Tape Subsystem - OPPM	415.55	0	0.00
1113	3480-A22 Magnetic Tape Subsystem - NBD PPM	374.00	0	0.00
1120	3480-B22 Magnetic Tape Unit	0.00	0	0.00
1121	3480-B22 Magnetic Tape Unit - PPM	171.22	0	0.00
1122	3480-B22 Magnetic Tape Unit - OPPM	171.22	0	0.00
1123	3480-B22 Magnetic Tape Unit - NBD PPM	154.10	0	0.00
1130	Pyramid Model XXX	0.00	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1131	Pyramid Model XXX - PPM	1,069.88	0	0.00
1132	Pyramid Model XXX - OPPM	1,069.88	0	0.00
1133	Pyramid Model XXX - NBD PPM	962.89	0	0.00
1140	HP-9000	0.00	0	0.00
1141	HP-9000 - PPM	83.30	0	0.00
1142	HP-9000 - OPPM	83.30	0	0.00
1143	HP-9000 - NBD PPM	74.97	0	0.00
1150	Mini Computer - Sequent S30	0.00	0	0.00
1151	Mini Computer - Sequent S30 - PPM	407.22	0	0.00
1152	Mini Computer - Sequent S30 - OPPM	407.22	0	0.00
1153	Mini Computer - Sequent S30 - NBD PPM	366.50	0	0.00
1160	Mini Computer - HP E Series	0.00	0	0.00
1161	Mini Computer - HP E Series - PPM	93.48	0	0.00
1162	Mini Computer - HP E Series - OPPM	93.48	0	0.00
1163	Mini Computer - HP E Series - NBD PPM	84.13	0	0.00
1170	Mini Computer - Data General MV5500	0.00	0	0.00
1171	Mini Computer - Data General MV5500 - PPM	218.42	0	0.00
1172	Mini Computer - Data General MV5500 - OPPM	218.42	0	0.00
1173	Mini Computer - Data General MV5500 - NBD PPM	196.58	0	0.00
1180	Mini Computer - Data General MV5600	0.00	0	0.00
1181	Mini Computer - Data General MV5600 - PPM	217.49	0	0.00
1182	Mini Computer - Data General MV5600 - OPPM	217.49	0	0.00
1183	Mini Computer - Data General MV5600 - NBD PPM	195.74	0	0.00
1190	Mini Computer - IBM System 36	0.00	0	0.00
1191	Mini Computer - IBM System 36 - PPM	300.79	0	0.00
1192	Mini Computer - IBM System 36 - OPPM	300.79	0	0.00
1193	Mini Computer - IBM System 36 - NBD PPM	270.71	0	0.00
1200	Mini Computer - HP K-2000 Series	0.00	0	0.00
1201	Mini Computer - HP K-2000 Series - PPM	130.50	0	0.00
1202	Mini Computer - HP K-2000 Series - OPPM	130.50	0	0.00
1203	Mini Computer - HP K-2000 Series - NBD PPM	117.45	0	0.00
1210	Mini Computer - Netframe 250	0.00	0	0.00
1211	Mini Computer - Netframe 250 - PPM	364.65	0	0.00
1212	Mini Computer - Netframe 250 - OPPM	364.65	0	0.00
1213	Mini Computer - Netframe 250 - NBD PPM	328.19	0	0.00
1220	Mini Computer - Netframe 450	0.00	0	0.00
1221	Mini Computer - Netframe 450 - PPM	364.65	0	0.00
1222	Mini Computer - Netframe 450 - OPPM	364.65	0	0.00
1223	Mini Computer - Netframe 450 - NBD PPM	328.19	0	0.00
1230	Mini Computer - Netframe 8500	0.00	0	0.00
1231	Mini Computer - Netframe 8500 - PPM	610.83	0	0.00
1232	Mini Computer - Netframe 8500 - OPPM	610.83	0	0.00
1233	Mini Computer - Netframe 8500 - NBD PPM	549.75	0	0.00
1240	Modems - External	0.00	0	0.00
1241	Modems - External - PPM	3.61	0	0.00
1242	Modems - External - OPPM	3.61	0	0.00
1243	Modems - External - NBD PPM	3.25	0	0.00
1250	Personal Computers - 386DX/SX	0.00	0	0.00
1251	Personal Computers - 386DX/SX - PPM	7.22	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1252	Personal Computers - 386DX/SX - OPPM	7.22	0	0.00
1253	Personal Computers - 386DX/SX - NBD PPM	5.42	0	0.00
1260	Personal Computers - 486DX/SX	0.00	0	0.00
1261	Personal Computers - 486DX/SX - PPM	7.03	0	0.00
1262	Personal Computers - 486DX/SX - OPPM	7.03	0	0.00
1263	Personal Computers - 486DX/SX - NBD PPM	5.27	3,495	18,427.39
1270	Personal Computers - Pentium	0.00	0	0.00
1271	Personal Computers - Pentium - PPM	5.46		0.00
1272	Personal Computers - Pentium - OPPM	5.46	0	0.00
1273	Personal Computers - Pentium - NBD PPM	4.10	20,412	83,587.14
1280	Personal Computers - Macintosh	0.00	0	0.00
1281	Personal Computers - Macintosh - PPM	11.11	0	0.00
1282	Personal Computers - Macintosh - OPPM	11.11	0	0.00
1283	Personal Computers - Macintosh - NBD PPM	8.33	45	374.96
1290	Personal Computers - Portable PC's	0.00	0	0.00
1291	Personal Computers - Portable PC's - PPM	16.66	0	0.00
1292	Personal Computers - Portable PC's - OPPM	16.66	0	0.00
1293	Personal Computers - Portable PC's - NBD PPM	12.50	0	0.00
1300	Personal Computers - LAN Servers	0.00	0	0.00
1301	Personal Computers - LAN Servers - PPM	68.49	0	0.00
1302	Personal Computers - LAN Servers - OPPM	68.49	0	0.00
1303	Personal Computers - LAN Servers - NBD PPM	47.94	1,405	67,359.92
1310	Paper Handling Devices - Bursters/Decollaters	0.00	0	0.00
1311	Paper Handling Devices - Bursters/Decollaters - PPM	22.21	0	0.00
1312	Paper Handling Devices - Bursters/Decollaters - OPPM	22.21	0	0.00
1313	Paper Handling Devices - Bursters/Decollaters - NBD PPM	19.99	0	0.00
1320	Plotters	0.00	0	0.00
1321	Plotters - PPM	24.99	0	0.00
1322	Plotters - OPPM	24.99	0	0.00
1323	Plotters - NBD PPM	22.49	0	0.00
1330	Printers - Bubble Jet Printers	0.00	0	0.00
1331	Printers - Bubble Jet Printers - PPM	9.26	0	0.00
1332	Printers - Bubble Jet Printers - OPPM	9.26	0	0.00
1333	Printers - Bubble Jet Printers - NBD PPM	8.33	0	0.00
1340	Printers - Dot-Matrix Printers	0.00	0	0.00
1341	Printers - Dot-Matrix Printers - PPM	5.55	0	0.00
1342	Printers - Dot-Matrix Printers - OPPM	5.55	0	0.00
1343	Printers - Dot-Matrix Printers - NBD PPM	5.00	0	0.00
1350	Printers - Laser Printers	0.00	0	0.00
1351	Printers - Laser Printers - PPM	4.91	0	0.00
1352	Printers - Laser Printers - OPPM	4.91	0	0.00
1353	Printers - Laser Printers - NBD PPM	4.42	9,270	40,964.13
1360	Printers - Line Printers	0.00	0	0.00
1361	Printers - Line Printers - PPM	29.62	0	0.00
1362	Printers - Line Printers - OPPM	29.62	0	0.00
1363	Printers - Line Printers - NBD PPM	26.66	7	186.61
1370	Printers - Letter Quality Printers	0.00	0	0.00
1371	Printers - Letter Quality Printers - PPM	5.92	0	0.00
1372	Printers - Letter Quality Printers - OPPM	5.92	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1373	Printers - Letter Quality Printers - NBD PPM	5.33	41	218.45
1380	Remote Communication Controllers Units	0.00	0	0.00
1381	Remote Communication Controllers Units - PPM	6.39	0	0.00
1382	Remote Communication Controllers Units - OPPM	6.39	0	0.00
1383	Remote Communication Controllers Units - NBD PPM	5.75	0	0.00
1390	OCR Passport Scanner	0.00	0	0.00
1391	OCR Passport Scanner - PPM	98.10	0	0.00
1392	OCR Passport Scanner - OPPM	98.10	0	0.00
1393	OCR Passport Scanner - NBD PPM	88.29	0	0.00
1400	Scanners - Flatbed Scanner	0.00	0	0.00
1401	Scanners - Flatbed Scanner - PPM	13.88	0	0.00
1402	Scanners - Flatbed Scanner - OPPM	13.88	0	0.00
1403	Scanners - Flatbed Scanner - NBD PPM	12.49	0	0.00
1410	Scanners - Handheld Scanner	0.00	0	0.00
1411	Scanners - Handheld Scanner - PPM	5.65	0	0.00
1412	Scanners - Handheld Scanner - OPPM	5.65	0	0.00
1413	Scanners - Handheld Scanner - NBD PPM	5.09	0	0.00
1420	Scanners - Fingerprint Scanner	0.00	0	0.00
1421	Scanners - Fingerprint Scanner - PPM	41.65	0	0.00
1422	Scanners - Fingerprint Scanner - OPPM	41.65	0	0.00
1423	Scanners - Fingerprint Scanner - NBD PPM	37.49	506	18,967.41
1430	Q-Matic CMIS-Number Boards	0.00	0	0.00
1431	Q-Matic CMIS-Number Boards - PPM	56.46	0	0.00
1432	Q-Matic CMIS-Number Boards - OPPM	56.46	0	0.00
1433	Q-Matic CMIS-Number Boards - NBD PPM	50.81	0	0.00
1440	ETC Call Sequencer	0.00	0	0.00
1441	ETC Call Sequencer - PPM	195.28	0	0.00
1442	ETC Call Sequencer - OPPM	195.28	0	0.00
1443	ETC Call Sequencer - NBD PPM	175.75	0	0.00
1450	Xerox 4090X Printing System	0.00	0	0.00
1451	Xerox 4090X Printing System - PPM	3,439.16	0	0.00
1452	Xerox 4090X Printing System - OPPM	3,439.16	0	0.00
1453	Xerox 4090X Printing System - NBD PPM	3,095.24	0	0.00
1460	IBM 3160 Printing System	0.00	0	0.00
1461	IBM 3160 Printing System - PPM	3,803.81	0	0.00
1462	IBM 3160 Printing System - OPPM	3,803.81	0	0.00
1463	IBM 3160 Printing System - NBD PPM	3,423.43	0	0.00
1470	"Ask Immigration" System with VCS3500T	0.00	0	0.00
1471	"Ask Immigration" System with VCS3500T - PPM	90.70	0	0.00
1472	"Ask Immigration" System with VCS3500T - OPPM	90.70	0	0.00
1473	"Ask Immigration" System with VCS3500T - NBD PPM	81.63	0	0.00
1480	Hand Geometry Scanner	0.00	0	0.00
1481	Hand Geometry Scanner - PPM	252.66	0	0.00
1482	Hand Geometry Scanner - OPPM	252.66	0	0.00
1483	Hand Geometry Scanner - NBD PPM	227.39	0	0.00
1490	CISCO Routers (7000 Series)	0.00	0	0.00
1491	CISCO Routers (7000 Series) - PPM	163.81	0	0.00
1492	CISCO Routers (7000 Series) - OPPM	163.81	0	0.00
1493	CISCO Routers (7000 Series) - NBD PPM	147.43	0	0.00

Attachment B - Detailed CLIN Pricing

CLIN	Description	Bill Rate	Quantity	Cost
1500	CISCO Routers (2000 Series)	0.00	0	0.00
1501	CISCO Routers (2000 Series) - PPM	34.24	0	0.00
1502	CISCO Routers (2000 Series) - OPPM	34.24	0	0.00
1503	CISCO Routers (2000 Series) - NBD PPM	30.82	0	0.00
1510	CISCO Routers (4000 Series and AGS Plus)	0.00	0	0.00
1511	CISCO Routers (4000 Series and AGS Plus) - PPM	300.79	0	0.00
1512	CISCO Routers (4000 Series and AGS Plus) - OPPM	300.79	0	0.00
1513	CISCO Routers (4000 Series and AGS Plus) - NBD PPM	270.71	0	0.00
1520	IBM 3174-1R Multiplexor	0.00	0	0.00
1521	IBM 3174-1R Multiplexor - PPM	39.80	0	0.00
1522	IBM 3174-1R Multiplexor - OPPM	39.80	0	0.00
1523	IBM 3174-1R Multiplexor - NBD PPM	35.82	0	0.00
1530	IBM 3274-41C Controllers	0.00	0	0.00
1531	IBM 3274-41C Controllers - PPM	41.65	0	0.00
1532	IBM 3274-41C Controllers - OPPM	41.65	0	0.00
1533	IBM 3274-41C Controllers - NBD PPM	37.49	0	0.00
1540	Floppy Disk Drive - External	0.00	0	0.00
1541	Floppy Disk Drive - External - PPM	2.50	0	0.00
1542	Floppy Disk Drive - External - OPPM	2.50	0	0.00
1543	Floppy Disk Drive - External - NBD PPM	2.25	0	0.00
1550	Hard Disk Drive - External	0.00	0	0.00
1551	Hard Disk Drive - External - PPM	6.20	0	0.00
1552	Hard Disk Drive - External - OPPM	6.20	0	0.00
1553	Hard Disk Drive - External - NBD PPM	5.58	0	0.00
1560	Hard Disk Drive Array - External	0.00	0	0.00
1561	Hard Disk Drive Array - External - PPM	43.50	0	0.00
1562	Hard Disk Drive Array - External - OPPM	43.50	0	0.00
1563	Hard Disk Drive Array - External - NBD PPM	39.15	0	0.00
1570	CD-ROM / WORM Single - External	0.00	0	0.00
1571	CD-ROM / WORM Single - External - PPM	2.31	0	0.00
1572	CD-ROM / WORM Single - External - OPPM	2.31	0	0.00
1573	CD-ROM / WORM Single - External - NBD PPM	2.08	0	0.00
1580	CD-ROM / WORM Multiple - External	0.00	0	0.00
1581	CD-ROM / WORM Multiple - External - PPM	108.28	0	0.00
1582	CD-ROM / WORM Multiple - External - OPPM	108.28	0	0.00
1583	CD-ROM / WORM Multiple - External - NBD PPM	97.45	0	0.00
1590	Tape Backup Unit - External	0.00	0	0.00
1591	Tape Backup Unit - External - PPM	14.81	0	0.00
1592	Tape Backup Unit - External - OPPM	14.81	0	0.00
1593	Tape Backup Unit - External - NBD PPM	13.33	0	0.00
1600	Per Call Maintenance	0.00	0	0.00
1601	Per Call Maintenance - PPM	118.00	0	0.00
1602	Per Call Maintenance - OPPM	118.00	0	0.00
1603	Depot	79.00	0	0.00
Grand Total		182.83	40,486	265,794.40

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 2 PAGES

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

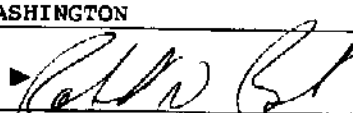
1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	8. SHIP TO:	
3. ORDER NO. COW-9-P-0082	4. REQUISITION/REFERENCE NO. SID-9-00028	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	e. ZIP CODE 20536
7. TO: Attn: (b) (6)		f. SHIP VIA	

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

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

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This Order is for Task number 15, POS Headquarters Support, of contract COW-7-C-0013 for FY99. This task is described and the pricing for it is contained in Attachment 1 hereto.</p> <p>The total estimated price for this task is \$2,986,575.85.</p> <p>Task 15, HQ POS</p>	1	LO	\$430680.00	\$430680.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17 (g) TOT. (Cont. pages)
21. MAIL INVOICE TO:			\$0.00
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			
c. City WASHINGTON			17 (d) GRAND TOTAL
d. STATE DC			
e. ZIP CODE 20536			\$430680.00
22. UNITED STATES OF AMERICA BY (Signature) 			23. NAME (Typed) Robert N. Beaty
AUTHORIZED FOR LOCAL REPRODUCTION Previous editions not usable			TITLE CONTRACTING/ORDERING OFFICER

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 15 – FOS HEADQUARTERS SUPPORT****Contract Number/Task Order Number: COW-7-C-0013/FOS99-015****Date of Order: 09/08/98****Date of Response: 10/7/98 (Amended October 29, 1998)****PART I. TASK ORDER****3. Requirements**

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

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

FOS Headquarters Support staff are responsible for providing desktop support; LAN/Server administration and maintenance for the consolidated servers within HQ; and coordination with the Systems Integration Division (SID) organizational element responsible for HQ cable plant support/administration. See Attachment 1 for the list of servers maintained by the EUC.

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

WGS will recommend proposed Team Leads to INS for review and approval. INS' failure to accept a candidate will be based on the individual's failure to meet the position

WGS

10/29/98

qualifications. All individuals currently in a Team Lead position are not subject to this review process.

Specific requirements are:

- WGSi will respond to all Remedy tickets escalated from the Help Desk and will be responsible for all assigned tickets from receipt through closure. This includes resolution and documentation. This is in support of Headquarters hardware and software, installing Internet/Intranet software and providing on-site support to the designated Washington, D.C. area offices housing HQ personnel. Attachment 1 defines the software to be supported.
- WGSi will provide coordination and support for LAN/Desktop related tasks for INS Headquarters moves.
- WGSi will manage any user request that involves five or more desktops as a project. Project management will include maintaining schedules, site surveys, user planning, post-change evaluation, inventory update information and change management review.
- WGSi will provide consolidated network administration and support which includes developing and updating policies, procedures, and other documentation; the administration, maintenance, backup and support of file servers; and cable plant coordination within Headquarters. See Attachment 2 for the list of File Servers maintained by the EUC.
- WGSi will assist INS Headquarters ADP Administrators with support of their designated server/LAN environments. This support includes assisting with troubleshooting server/LAN/desktop issues and operating system upgrades.
- WGSi will provide CLAIMS and RAFACS application support to the Administrative Appeals Office. This support includes the daily CLAIMS and RAFACS uploads/downloads. In addition, WGSi will work with the applications groups to resolve associated problems.
- WGSi will assist users via the telephone and at local user workstations. WGSi will provide courteous service and provide users with periodic updates.
- WGSi will establish a Triage Unit responsible for contacting all customers opening a ticket within 1 hour of ticket referral to the EUC.
- WGSi will provide onsite support to INS FOS field sites if specialized LAN/Server or Desktop skills are required.

PROPOSED STAFFING: 5 Senior Systems Analysts, 5 Systems Analysts, 5 Senior Computer Specialists, 8 Mid-level Computer Specialists, 4 Jr. Computer Specialists, and 4 Certified Network Engineers. Total of 31 positions. See Attachment 3.

The above does not include the Off Site dedicated resources. These resources include: 1 Telecommunications Specialist/LAN Manager, 2 Systems/Network Administrators 1 Mid-Level Computer Specialist and 1 Systems Analyst. Total 5 positions.

Total Staffing Proposed is 36 positions. See Attachment 3.

STAFFING JUSTIFICATION: WGSJ proposes:

4 Certified Network Engineers, 2 Senior Systems Analysts, and 2 Senior Computer Specialists in support and management of HQ/DC area LAN/Server Administration functions.

3 Senior Systems Analysts, 5 Systems Analysts, 3 Senior Computer Specialists, 8 Mid-Level Computer Specialists and 4 Jr. Computer Specialist who respond to the majority of Remedy Tickets, provide **Desktop Support** and problem resolution for hardware, software and LAN connectivity.

1st St - CNN Building - As Needed

Telephone Support Center - Chantilly Va. - As Needed

General Appellate Office - 1 day per week (Systems/Network Administrator) and As Needed

Forensics Document Laboratory - 3 days per week (Systems/Network Administrator)

The following staff are dedicated full time in support of the below listed areas:
ULLICO - 1 Telecommunications Specialist/LAN Manager, 1 Systems/Network Administrator, 1 Mid-Level Computer Specialist and 1 Systems Analyst

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

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

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

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

5. **Place of Delivery or Performance**

WGSJ agrees to the places of performance stated below.

- CAB Building
- ULLICO
- Tech World
- 1st St - CNN Building
- Forensics Document Laboratory - Tysons
- Telephone Support Center - Chantilly
- General Appellate Office
- Contracts and Procurement Branch
- Other Field Sites (FAT)

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

6. **Deliverables**

WGSJ will provide the INS a Weekly Status Report, Monthly Report and Quarterly Report as outlined in Task 3. Information relating to Task 15 will be incorporated into the Task 3, End User Computing, deliverables.

7. **Security Requirements**

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

8. **Other Direct Costs**

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

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

Part II Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-015

2. **Introduction**

a. Organizations Involved

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

(a) **POC Name:** [REDACTED] Project Manager, INS EUC (b)(6)

(b) **Location:** Immigration and Naturalization Service
Chester Arthur Building
425 I Street, NW
5th Floor, Suite 5050
Washington, DC 20536

(c) **Telephone Number:** (202)305-2377
Fax: (202)353-0256

(2) **End User Organization:**

(a) **POC Name:** Usha Keene, Director, EUCB

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

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

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

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

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

a) Provide FOS Headquarters on-site support from 6:00 a.m. to 8:00 p.m. Monday through Friday, except government holidays. Duty Pagers in support of the LAN/Server Administration responsibilities will be rotated among team members on a 24x7, 365 days basis.

b) Resolve calls escalated from the Help Desk and direct calls from receipt to closure of the trouble call.

- c) Support Headquarters hardware and software installations at INS POC identified sites.
- d) Support internet/intranet software installations.
- e) Provide on-site support to other offices housing HQ personnel.
- f) Support development of network administration policy, procedures and documentation.
- g) Track INS licensed software duplication and distribution within Headquarters.
- h) Provide electronic copies of every document developed (e.g., analyses, reports, and recommendations) and post electronic copies on the EUC server.
- i) Support Headquarters' equipment and software installations and de-installations.
- j) Provide consolidated network administration management and support to the INS.
- k) Administer, maintain, support, and backup file servers as identified in Attachment B.
- l) Provide cable plant coordination support within Headquarters.
- m) Submit proposed administrative, management, and installation integration procedures for INS point of contact approval prior to implementation.
- n) Assign a level of criticality to system failures and disseminate a service request classification table with time escalation to all end users. The guideline for determining the level of criticality is depicted in the following table. Time frames for each classification code start when the ticket is opened. The EUC Triage unit will call back the user within 1 hour from receipt of the call in the EUC.

(b)(4)

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

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

(b)(4)

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

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(b)(4)

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

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

(b)(4)

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

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

- p) Provide courteous service.
- q) Resolve [redacted] of FOS Headquarters calls (Classification Codes 1-6) and close trouble tickets within [redacted].
- r) Provide users with periodic updates.
- s) Perform periodic surveys to monitor customer satisfaction and provide copies to the End User Organization Manager.
- t) Maintain statistics regarding the number of Remedy tickets and calls opened and closed on a weekly basis. Identify trouble tickets still open at the end of the reporting period and trouble tickets open longer than one month.

3.2 Performance Incentives

The Performance Incentives outlined in Section 3.2 of Task 3 also apply to this task. Any monetary reduction or credit will be applied jointly across the two Tasks.

5. Responsibilities of the End-User Organization

The end-user organization agrees it will:

- a) Provide REMEDY software for use by the service provider.
- b) Provide infrastructure support, including workspace, desks, telephones, personal computer (PCs), copiers, etc.
- c) Establish policy, standards, and operating guidelines for the end-user technology environment, including LANs, associated hardware and software, and both on-site and distributed systems.
- d) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.
- e) Describe the minimum information required to identify the end-user (i.e., name, location, telephone number, equipment, user identification, e-mail address, etc.)
- f) Report all faults noticed by customers via the Help Desk.
- g) Provide WGSi with a description of the problem and potential mission impact.
- h) INS will ensure they obtain proper software licenses.

6. Conclusion

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

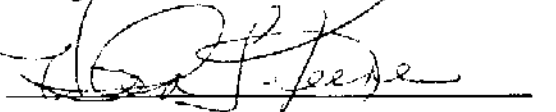
Service level and procedures established herein have been agreed to by parties represented by the undersigned.



Immigration & Naturalization Service Contracting Officer



Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Computer Branch



Service Provider Representative Signature

(b)(6)



Service Provider Representative Signature

Attachments:

Attachment 1 - Current Applications Supported by EUC

Attachment 2 - Current Servers Maintained by EUC

Attachment 3 - Proposed Minimum Staffing Table

Attachment 1 – Current Applications Supported by EUC

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

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

Attachment 2 – Current Servers Maintained by EUC

1. COMGB
2. FDLIRMGFS01
3. HQCAP
4. HQINV-A
5. HQOM_FS1
6. HQOM_FS2
7. HQW_HRA_FS01
8. HQWCCMGFS02
9. HQWCCMLAB01
10. HQWCOUGFS01
11. HQWEEOGFS01
12. HQWEUCGFS01
13. HQWEUCLAB01
14. HQWEXMGFS01
15. HQWEUCNWC01
16. HQWHRDGFS01
17. HQWINVGFS01
18. HQWIRMAPS01
19. HQWIRMAPS02
20. HQWIRMBCK01
21. HQWIRMBCK02
22. HQWIRMBCK03
23. HQWIRMCCM01
24. HQWIRMCCM02
25. HQWIRMCCM03
26. HQWIRMCCM06
27. HQWIRMCCM07
28. HQWIRMECN01
29. HQWIRMECN02
30. HQWIRMECN03
31. HQWIRMFAX01
32. HQWIRMGFS01
33. HQWIRMGFS02
34. HQWIRMGFS03
35. HQWIRMGFS04
36. HQWIRMGFS05
37. HQWIRMGFS06
38. HQWIRMGFS07
39. HQWIRMGPS01
40. HQWIRMGPS02
41. HQWMAILFS1
42. HQWMAXGFS01
43. HQWOIAGFS01

- 44. HQWSARP01
- 45. HQWSAVGFS01
- 46. HQWSECGFS01
- 47. HQWSIDGDB01
- 48. HQWSIDGFS01
- 49. HQWSIDSFS01
- 50. HQWSIDSFS02
- 51. HQWSIDSFS03
- 52. HQWSTFGFS01
- 53. HQWTCMGFS01
- 54. ULLFFMGFS01
- 55. WAOIRMGFS01
- 56. WNIDOJGFS01
- 57. WUPIRMGFS01

*As the number of servers increase, it may become necessary to reevaluate staffing levels.

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

	Mid-Level Computer Specialist (8)	Mid-Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets.
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Attachment 3 - Proposed Minimum Staffing Table

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

Group Name (resources)	LOE Estimated No.	Group Work Definition
LAN/Server Administration	CNE (4)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level certified engineers who manage, administer, install, move and support all of the LAN equipment. Responsible for monitoring/forecasting network capacity.
	Senior Systems Analyst (2)	Senior Level analysts to perform agency wide support, upgrades, and troubleshooting of systems and servers. May be required to travel to client sites. Work closely with Computer Specialists and respond to Remedy Tickets.
	Senior Computer Specialist (2)	Perform, support, and troubleshoot backups. Respond to Remedy tickets. Responsible for LAN to WAN connections.
Desktop Support	Senior Systems Analyst (3) Systems Analyst (5)	Team Leader who provides direction to the team and interfaces with Project Management and other Team Leads. Other senior level staff who support the COTS Desktop Applications referenced in the FOS/HM Task. Provides technical guidance to Computer Specialists and responds to Remedy tickets.
	Senior Computer Specialist (3)	Sr. Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets.
	Mid-Level Computer Specialist (8)	Mid-Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets.

Group Name (resources)	LOE Estimated No.	Group Work Definition
	Jr. Computer Specialist (4)	Jr. Level specialist in a wide variety of the COTS Desktop Applications. Responsible for responding to Remedy tickets. May assist with preparing Hardware for roll-out or excess to Inventory.
Off-Site Support		The following resources are dedicated full time to the specified locations
	Systems/Network Administrator (1)	Forensics Document Laboratory - Dedicated 3 days a week General Appellate Office - Dedicated 1 day a week
	Telecommunications Specialist/LAN Manager (1) Systems/Network Administration (1) Mid-Level Computer Specialist (1) Systems Analyst (1)	ULLICO - Dedicated

ORDER FOR SUPPLIES OR SERVICES

PAGE **1** OF **2** PAGES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	8. SHIP TO:	
3. ORDER NO. COW-9-P-0085	4. REQUISITION/REFERENCE NO. SID-9-00025	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	d. STATE DC
		e. ZIP CODE 20536	
7. TO: Attn: [Redacted]		f. SHIP VIA (b)(6)	

6. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	8. TYPE OF ORDER
b. COMPANY NAME 7900 WESTPARK DRIVE	<input type="checkbox"/> a. PURCHASE REFERENCE YOJF:
c. STREET ADDRESS SUITE 1105	<input checked="" type="checkbox"/> b. DELIVERY
e. STATE VA	Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.
f. ZIP CODE 22102-4299	

9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.84S.00	10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION
--	--

11. BUSINESS CLASSIFICATION (Check appropriate box(es))

a. SMALL b. OTHER THAN SMALL c. DISADVANTAGED d. WOMEN-OWNED

12. F.O.B. POINT Destination	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/31/98	16. DISCOUNT TERMS Net 30 Days
13. PLACE OF	a. INSPECTION Destination	b. ACCEPTANCE Destination	

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for task 12, Voice Communications Programs, under contract COW-7-C-0013 for FY99.</p> <p>This task is described and the pricing information is contained in attachment 1 hereto.</p> <p>the total estimated price of this order is \$172,200.73</p> <p>D302 ADP SUPPORT SERVICES</p>	1	LO	\$15328.00	\$15328.00	

18. SHIPPING POINT	18. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17. (H) TOTAL (Cont. pages) \$0.00
21. MAIL INVOICE TO:			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			17. (I) GRAND TOTAL \$15328.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			
c. City WASHINGTON	d. STATE DC	e. ZIP CODE 20536	

SEE BILLING INSTRUCTIONS ON REVERSE

22. UNITED STATES OF AMERICA
BY (Signature) *Robert N. Beaty*

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

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WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 12 – Voice Communications Programs****Contract Number/Task Order Number: COW-7-C-0013/FOS99-012****Date of Order: 8/21/98 (revised 9/8/98)****Date of Response: 10/7/98 (Amended October 26, 1998)****PART I. TASK ORDER****I. Requirements and Deliverables**

Wang Government Services, Inc. (WGS) agrees to meet all requirements stated in this task order. Support will be provided for the ongoing INS voice communications program management and for telecommunication-related analytical and engineering activities. WGS support is detailed in the following paragraphs.

Program Management Support. WGS will provide support for the ongoing INS voice communications program.

- WGS will assist the INS program manager with the identification and costing of voice communications equipment, lines, and features required for, but not limited to, office expansions, office relocations, and system enhancements. WGS will assist INS staff with the corresponding processing of approvals and placement of orders in accordance with INS policies and procedures.
- WGS will maintain and update data residing in the existing INS databases used to track voice communications-related inventory of, but not limited to, long distance calling cards, pagers, and credit cards. WGS will provide reports from these databases as requested by and required to support the INS program manager. WGS acknowledges that these reports are already programmed in the existing INS databases.
- WGS will provide weekly, monthly, and quarterly status reports on voice communications-related orders that have been written during the corresponding period.
- WGS will maintain and update data residing in the INS service-wide telephone directory data file. WGS will produce a publication-quality report (e.g., camera-ready copy) from the directory data file as required to support the twice-yearly publication of the service-wide telephone directory. WGS acknowledges that the actual publication and distribution of the service-wide directory is beyond the scope of this task order. WGS will work with the INS to facilitate access of the service-wide directory via the INS Intranet.

WGS

- WGSi will provide Installation Survey reports on site surveys conducted for office moves and new installs. These reports will identify associated voice communications requirements.

Analytical and Engineering Support. WGSi will provide support for INS voice communications analytical and engineering activities and associated studies as identified by the INS program manager.

- WGSi will provide analytical and engineering support required to perform assigned studies and to develop assigned proposals for enhancing INS voice communications capabilities.
- WGSi will provide weekly status reports of all assigned activities.
- WGSi will provide a concept paper for each assigned engineering task that identifies the proposed objectives of the task, scope of planned activities, and data collection requirements including INS site visits.
- WGSi will provide a report documenting each INS site visit. This report will include site survey documentation and identification of findings.
- WGSi will provide a final report for each assigned engineering task that includes an executive summary of the task; discussion of findings and observations; supporting tables and displays; recommendations; and proposed actions to achieve the recommendations.

2. Proposed Staffing

In addition to satisfying the requirements stated in this task order, WGSi will enhance support currently provided to the voice communications program. Enhanced support will be accomplished by implementing a staffing plan that provides redundancy of critical support skills.

WGSi proposes a staff of 3 full-time individuals as follows:

- 2 Associate Telephone Support Specialists to support the ongoing INS voice communications program; and
- 1 Senior Telephone Support Specialist to support analytical and engineering activities and associated studies.

The Associate Telephone Support Specialists supporting the ongoing voice communications program will coordinate procedures and cross-train for critical tasks (e.g., ordering of voice communications services). This approach will ensure that these

individuals possess redundant skills for performing critical tasks thereby enhancing support to the voice communications program.

In accordance with the location of the current voice communications program personnel, all of the proposed WGSJ personnel will be located in the Chester Arthur Building (CAB) at 425 I Street, NW, Washington D.C.

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

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

On-site hours of support are 7:00 a.m. to 4:30 p.m. Monday through Friday, except government holidays.

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

4. **Security Requirements**

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

5. **Other Direct Costs**

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

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

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 3 PAGES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	6. SHIP TO:	
3. ORDER NO. COW-9-P-0084	4. REQUISITION/REFERENCE NO. NFU-9-00002	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
7. TO: Attn: [REDACTED] (b)(6)		c. CITY WASHINGTON D	e. ZIP CODE 20536
		d. STATE DC	
		f. SHIP VIA	

a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	8. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE	<input type="checkbox"/> a. PURCHASE REFERENCE YOUR:	<input checked="" type="checkbox"/> b. DELIVERY <small>Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.</small>
c. STREET ADDRESS SUITE 1105		
MCLEAN	g. STATE VA	h. ZIP CODE 22102-4299

9. ACCOUNTING AND APPROPRIATIONS DATA See Schedule	10. REQUISITIONING OFFICE INS NATIONAL FIREARMS UNIT
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11. BUSINESS CLASSIFICATION (Check appropriate box(es))

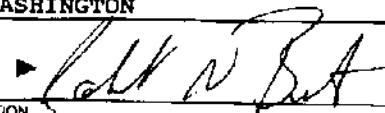
a. SMALL b. OTHER THAN SMALL c. DISADVANTAGED d. WOMEN-OWNED

12. F.O.B. POINT Destination	13. PLACE OF	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/30/98	16. DISCOUNT TERMS Net 30 Days
a. INSPECTION Destination	b. ACCEPTANCE Destination			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for Task 11, Support for the National Firearms Unit under Contract COW-7-C-0013, for FY99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this order is \$296,169.01</p> <p>D302</p> <p>ADP SUPPORT SERVICES</p> <p>Accounting: 1591217/91NU.112B.309.00 (continued)</p>	1	LO	\$15644.00	\$15644.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17. (F) GRAND TOTAL
21. MAIL INVOICE TO:			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			\$18153.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			17. (G) GRAND TOTAL
c. City WASHINGTON	d. STATE DC	e. ZIP CODE 20536	

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

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OPTIONAL FORM 347 (Rev. 6/95)
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CONTINUATION SHEET

REF. NO. OF DOC. BEING CONT'D.

COW-7-C-0013 COW-9-P-0084

PAGE OF

3 3

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	D302 PR# NFU-9-00004 ADP SUPPORT SERVICES Accounting: 1591217/91NU.131B.309.00 \$1,153.00 1591217/91NU.151B.309.00 \$17,000.00	1	LO	\$18153.00	\$18153.00

NSN 7540-01-152 8067

Working Copy

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

WANG GOVERNMENT SERVICES REPOSE

Task Order and Service Level Agreement 11 – National Firearms Unit

Contract Number/Task Order Number: COW-7-C-0013/FOS99-011

Date of the Order:

Response Date: October 7, 1998 (Amended October 26, 1998)

Part I Task Order

3. Requirements

Task 1 – Administrative/Clerical/Data Entry Support

Wang Government Services Incorporated (WGS) will meet the requirements for administrative/clerical/data entry support. WGS proposes that the level of effort (LOE) is six Secretaries.

WGS will use the personnel requirements found in section C.6 of the contract to recruit for the Secretary (C.6.1.29) position.

Task 2 – Material Management Support

Wang Government Services Incorporated (WGS) will meet the requirements for material management support. WGS proposes that the LOE is two Logistics Technician/Inventory Specialist.

WGS will use the personnel requirements found in section C.6 of the contract to recruit for the Logistics Technician/Inventory Specialist (C.6.1.21) position.

WGS proposes that all positions in support of the NFU report to the Northeast Operational Area Manager.

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

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

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

5. **Place of Delivery or Performance**

WGSi concurs with the Statement of Work.

6. **Deliverables**

WGSi concurs with the Statement of Work.

7. **Security Requirements**

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

8. **Other Direct Costs**

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

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

1. DATE OF ORDER 01/07/99	2. CONTRACT NO. (if any) COW-7-C-0013	6. SHIP TO:	
3. ORDER NO. COW-9-P-0121	4. REQUISITION/REFERENCE NO. DSD-9-00050	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	e. ZIP CODE 20536
7. TO: Attn: [REDACTED] (b)(6)		d. STATE DC	

a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC		b. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE		<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS MCLEAN SUITE 1105		REFERENCE YOUR _____	
a. STATE VA	f. ZIP CODE 22102-4299	Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	

9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91DS.321SS.13S.00		10. REQUISITIONING OFFICE HQSD, ROOM 5022
---	--	---

11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. WOMEN-OWNED
12. F.O.B. POINT Destination		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 01/31/99
13. PLACE OF a. INSPECTION Destination		16. DISCOUNT TERMS Net 30 Days	

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for Task 10, WIN/AFIS Support, under contract COW-7-C-0013, for FY99,</p> <p>this task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this order is \$3,258,806.65</p> <p>WIN/AFIS</p>	1	LO	\$55272.00	\$55272.00	

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.	
21. MAIL INVOICE TO:					
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH					
b. STREET ADDRESS AND P.O. Box 425 I STREET, N.W., ROOM 6034					
c. City WASHINGTON		d. STATE DC	e. ZIP CODE 20536		

22. UNITED STATES OF AMERICA
BY (Signature)

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

Working Copy

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 10 – WIN AFIS****Contract Number/Task Order Number: COW-7-C-0013/FOS99-010****Date of the Order:****Response Date: October 7, 1998 (Amended October 26, 1998)****Part I. Task Order****3. Requirements**

The contractor agrees to provide all necessary supervision, management, technical, and administrative support to accomplish this task. The contractor agrees to provide the following services for WIN/AFIS.

Task 1 – Information Technology Support Services. (Contract Section C.4).

Wang Government Services Incorporated (WGSi) will meet the requirements for onsite operations and technical support to WIN/AFIS including the following subtasks.

- **Subtask 1 – Operational Support**
- **Subtask 2 – Field Support**
- **Subtask 3 – Statistical Support**

In order to uphold these tasks, WGSi will provide staff who will provide specialized support for INS Officers by examining, preparing, entering, searching, retrieving and comparing fingerprint images to make a determination of fingerprint matches. WGSi will also provide supervision, guidance, and direction to these staff. Furthermore, WGSi will ensure the quality of this work by monitoring work products to ensure criminal identifications are made correctly even in the most complex cases. In an effort to provide continued professional support, ongoing training in criminal identification, classification of fingerprints, and uses of technology will be delivered to employees assigned to this task.

In order to support the Task and Subtasks properly, WGSi proposes one Technical Manager, one Senior Fingerprint Examiner (Senior Systems Analyst), five full-time Fingerprint Examiners (Systems Analyst) and three part-time Fingerprint Examiners (Systems Analyst).

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

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

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

5. Place of Delivery or Performance

WGSi concurs with the Statement of Work.

6. Deliverables

WGSi concurs with the Statement of Work.

7. Security Requirements

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

8. Other Direct Costs

WGSi has proposed shift differential rates as applicable in order to provide the required 24x7 coverage.

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

ORDER FOR SUPPLIES OR SERVICES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	6. SHIP TO:	
3. ORDER NO. COW-9-P-0086	4. REQUISITION/REFERENCE NO. ITG-9-00026	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	d. STATE DC
		e. ZIP CODE 20536	
7 TO: Attn: (b)(6)		f. SHIP VIA	

a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	8. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE	<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS SUITE 1105	REFERENCE YOUR: _____	
MCLEAN	e. STATE VA	f. ZIP CODE 22102-4299
9. ACCOUNTING AND APPROPRIATIONS DATA 1591217/91PG.171U.U44.00		10. REQUISITIONING OFFICE INTELLIGENCE DIVISION

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

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for task 9, Intelligence Tracking, under contract COW-7-C-0013 for FY 99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this task is \$117,121.57</p> <p>D302</p> <p>ADP SUPPORT SERVICES</p>	1	LO	\$28792.00	\$28792.00	

8. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	
21. MAIL INVOICE TO:			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			17(b) TOT. (Cont. pages) \$0.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			
c. City WASHINGTON			17. (D) GRAND TOTAL \$28792.00
d. STATE DC		e. ZIP CODE 20536	
22. UNITED STATES OF AMERICA BY (Signature):			23. NAME (Typed) Robert N. Beaty
			TITLE: CONTRACTING/ORDERING OFFICER

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 9 – Intelligence Tracking****Contract Number/Task Order Number: COW-7-C-0013/FOS99-009****Date of Order: 08/21/98****Date of Response: 09/25/98****PART I. TASK ORDER****3. Requirements**

Intelligence Tracking (Contract Section C.3) Wang Government Services, Inc. (WGSI) agrees to meet all requirements stated in Contract Section C.3 and as specified in this task order.

The Immigration and Naturalization Service (INS) Office of Intelligence requires on-site day-to-day operational support for Intelligence Tracking. This support includes LAN management, the handling of trouble calls and project support.

Intelligence collects, evaluates, analyzes and disseminates information relating to all INS missions, both Enforcement and Examinations. Intelligence also directs the Headquarters Command Center, which maintains communications with other offices and agencies 24 hours a day. The objective of this Task Order is to establish on-site contractor support for the seamless integration of services and the administration of Intelligence Tracking.

Specific requirements are:

- WGSI will provide management for a classified Local Area Network (LAN). Management support will include providing technical advice and assistance in the administration, installation, relocation and operation of the LAN.
- WGSI will respond to all Remedy tickets escalated from the Help Desk pertaining to Office of Intelligence users. Responsible for all assigned tickets from receipt through closure. This includes resolution and documentation.

PROPOSED STAFFING: 1 Certified Network Engineer

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

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

WGSi cannot agree to provide 24 x 7 support through the use of on-call status (pager duty). WGSi has been providing "permissive" pager response under the contract; however INS has abused this service. In fact providing this service has become mandatory in several Task Orders. If INS does require mandatory stand-by duty, WGSi is willing to provide this service in the following manner All time spent when called in is authorized time worked.

5. **Place of Delivery or Performance**

Work will be performed at INS Headquarters, 425 I Street, N.W., Washington, D.C.

6. **Deliverables**

Not applicable

7. **Security Requirements**

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

8. **Other Direct Costs**

WGSi expects to incur costs for overtime, local travel, long distance travel, pager, training, etc., as listed in the cost section of the WGSi response to this task order.

WGSi takes exception to the requirement of prior authorization for the use of other direct costs, such as Travel, Training, and Overtime by INS (INS Site Manager, INS Program Manager and Contracting Officer's Technical Representative). WGSi believes that the amount anticipated to be incurred based on the Base Period's incurred costs in these areas is negligible. WGSi will be providing as a formal deliverable to INS financial status of each task twice a month. Also the usage of INSight will allow INS and WGSi to monitor expenses in these areas. WGSi will obtain prior written approval by the INS Program Manager and COTR for any individual expense greater than \$10,000.

Part II. Service Level Agreement

1. **Contract Number/Task Order Number:** COW-7-C-0013/FOS99-009
2. **Introduction**

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations. It specifies the services and commitment of WGSJ as well as the expectations and obligations of the end-user organization. There are no performance incentives associated with this task order.

3. Organizations Involved

(1) **Service Provider: Wang Government Services, Inc. (WGSJ)**

- (a) **POC Name:** Project Manager, INS EUC
- (b) **Location:** Immigration and Naturalization Service
Chester Arthur Building
425 I Street, NW
5th Floor, Suite 5050
Washington, DC 20536
- (c) **Telephone Number:** (202)305-2377
Fax: (202)353-0256

(b)(6)

(2) **End User Organization:**

- (a) **POC Name:** Ben H. Bell III, Chief, Intelligence Analytical Branch
- (b) **Location:** 425 I Street, NW
Washington, DC 20536
- (c) **Telephone Number:** (202)514-9104
Fax: (202)514-3296

4. Responsibilities of Service Provider (Contractor)

4.1 WGSJ agrees it will provide:

- a) Provide management for a classified Local Area Network (LAN). Management support includes providing technical advice and assistance in the administration, installation, relocation and operation of the LAN.
- b) Respond to all Remedy tickets escalated from the Help Desk pertaining to Office of Intelligence users. Responsible for all assigned tickets from receipt through closure.
- c) Provide on-site support for the seamless integration of services and the administration of Intelligence Tracking. Support will be provided Monday through Friday, except government holidays.

5. Responsibilities of the End-User Organization

The end-user organization agrees it will:

- a) Provide REMEDY software for use by the service provider.
- b) Provide infrastructure support, including workspace, desks, telephones, personal computer (PCs), copiers, etc.
- c) Establish policy, standards, and operating guidelines for the end-user technology environment, including LANs, associated hardware and software, and both on-site and distributed systems.
- d) Describe the process used to ensure end-users know the procedures for obtaining Help Desk services.
- e) Report all faults noticed by customers via the Help Desk.
- f) Provide WGSJ with a description of the problem and potential mission impact.

6. Conclusion

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

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

Immigration & Naturalization Service Contracting Officer

Immigration & Naturalization Service COTR

Immigration & Naturalization Service End User Computer Branch

Service Provider Representative Signature

(b)(6)

Service Provider Representative Signature

Attachment:

Attachment 1 – Proposed Minimum Staffing Table

Attachment 1 - Proposed Minimum Staffing Table

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

Group Name (resources)	LOE Estimated No.	Group Work Definition
Intelligence Tracking	CNE (1)	Senior level certified engineer responsible for managing a classified Local Area Network (LAN). Management support includes providing technical advice and assistance in the administration, installation, relocation and operation of the LAN. Responds to Remedy trouble tickets.

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000001		3. EFFECTIVE DATE 01/07/99	4. REQUISITION/PURCHASE REQ. NO. SID-9-00053	5. PROJECT NO. (if applicable)	
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536		CODE HQPRO
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299			TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.	
ATTN: (b)(6)				9B. DATED (SEE ITEM 11)	
CODE			FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0087	
				10B. DATED (SEE ITEM 13) 12/21/98	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)
15X8598/91SD.321S.17S.00 Increase \$278040.00

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

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

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


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

**This Modification Has Changed The Obligated Amount
From \$245,517.00 To \$523,557.00
For A Net Increase of \$278,040.00**

This has increased the total amount of the award from \$245,517.00 to \$523,557.00 for a net increase of \$278,040.00

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert N. Beaty	
16B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY 	16C. DATE SIGNED 1/10/99
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

N9N 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

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

Working Copy

CONTINUATION SHEET		REF. NO. OF DOC. BEING CONT'D.			PAGE	OF
		COW-7-C-0013 COW-9-P-0087 000001			2	2
NAME OF OFFEROR OR CONTRACTOR						
WANG GOVERNMENT SERVICES, INC						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	
2	R700 MANAGEMENT SUPPORT SERVICES FOB: Destination	1	LO	\$278040.00	\$278040.00	

NSN 7540-01-152-9087

Working Copy

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

ORDER FOR SUPPLIES OR SERVICES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	8. SHIP TO:	
3. ORDER NO. COW-9-P-0087	4. REQUISITION/REFERENCE NO. SID-9-00024	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	d. STATE DC
		e. ZIP CODE 20536	
7. TO: Attn: [Redacted] (b)(6)		f. SHIP VIA	

a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	8. TYPE OF ORDER <input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.
b. COMPANY NAME 7900 WESTPARK DRIVE	
c. STREET ADDRESS SUITE 1105	
MCLEAN	e. STATE VA
	f. ZIP CODE 22102-4299

9. ACCOUNTING AND APPROPRIATIONS DATA 15X8598/91SD.321S.17S.00	10. REQUISITIONING OFFICE INS SYSTEMS INTEGRATION DIVISION
--	--

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
 a. SMALL b. OTHER THAN SMALL c. DISADVANTAGED d. WOMEN-OWNED

12. F.O.B. POINT Destination	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/31/98	16. DISCOUNT TERMS Net 30 Days
13. PLACE OF: a. INSPECTION Destination	b. ACCEPTANCE Destination		

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for task B, Network Control Center Management, under contract COW-7-C-0013, for FY99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this order is \$3947,265.47</p> <p>D302 ADP SUPPORT SERVICES</p>	1	LO	\$265517.00	\$265517.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.			
21. MAIL INVOICE TO:					
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			\$0.00		
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034					
c. City WASHINGTON			\$245517.00		
		d. STATE DC	e. ZIP CODE 20536		

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

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.4.1.2.

3. Requirements

The Contractor shall provide support for Network Control Center Management Requirements as defined in the contract Section C.4.1.2. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract.

The Network Control Center (NCC) which is located in the Data Communications Branch provides Help Desk Support for communications problems.

Task 1 - Network Control Center Management. (Contract Section C.4.1.2) Wang Government Services, Inc. (WGS) agrees to meet all requirements stated in this task order, providing support to monitor and evaluate the performance of the routers and associated WAN components.

PROPOSED STAFFING:

1 Project Manager
1 Technical Manager
1 Senior Consultant Telecommunications
1 Secretary

STAFFING JUSTIFICATION: WGS proposes that 1 Project Manager have overall responsibility for Network Control Center operations, Router Configuration/Installation Group, Circuit Order Analysis Group, Video Teleconferencing Group, Intranet Web Group, and Foreign Office Support and Installation. WGS proposes 1 Technical Manager to provide management support primarily to the Circuit Order Analysis Group, Video Teleconferencing Group, Intranet Web Group, and Foreign Office Support and Installation. Additionally, this person is required due to the increased technical requirements of the INS network. The Senior Consultant Telecommunications is being proposed on a part-time basis to provide assistance in all areas of this effort. WGS proposes 1 Secretary for the period of performance for database entry and administrative support for the NCC Group and the Router Configuration/Support Group. WGS takes exception to the requirement for 24 hours, 7 days per week coverage in the area of NCC Management.

Subtask 1-1 - Performance Monitoring. (Contract Section C.4.1.2) WGS will monitor, analyze, track, and report on the performance of routers, telecommunications components, and WAN interfaces.

WGS

10/26/98

PROPOSED STAFFING:

1 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSi proposes 1 Senior Telecommunications Specialist to monitor, analyze, and track performance of installed routers and telecommunications components; control/monitor router configurations; monitor interfaces to the WAN; and generate reports as requested by the INS. This individual will recommend changes to the INS network to accommodate current and future growth and design changes. The NCC with its diverse experience in problem resolution and in depth experience in using both Sniffers and performance based data to resolve problems is uniquely prepared and ready to field individuals at any time to assist various departments within INS in problem resolution.

Subtask 1-2 - Evaluate Performance. (Contract Section C.4.1.2) WGSi will assess the performance of routers, telecommunications components, and related systems and facilities and evaluate them against established performance standards. Upon activation of this task, the INS, in conjunction with WGSi, will develop the performance standards.

PROPOSED STAFFING:

1 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSi proposes 1 Senior Telecommunications Specialist to assess the performance of the installed routers and communications problems related to the router networks, evaluate the router networks for meeting established performance standards, measure WAN network bandwidth and usage, and generate reports as requested by the INS. WGSi will provide support for the Token Ring, Ethernet, wiring hubs, concentrators, switches, etc. beyond the physical port as directed. WGSi takes exception to the requirement for 24 hours, 7 days per week coverage in the area of Evaluate Performance.

Subtask 1-3 - Recommend and Execute Recommended Network Changes that result from Subtasks 1-2 and 1-3.

PROPOSED STAFFING:

2 Senior Telecommunications Specialist

STAFFING JUSTIFICATION: WGSi proposes an initial staff of 2 Senior Telecommunications Specialist to reconfigure current routers and install replacement routers that are necessary as a result of re-design requirements based on WAN network performance and monitoring results. Reconfiguration of production routers and/or installation of new replacement higher-performance routers requires a level of expertise above new site configuration and installation.

Task 2 Network Control Center Problem Resolution. WGSi will conduct problem resolution for the router networks and the X.25 network and associated WAN components by following the problem resolution approach and procedures. WGSi will

WGSi

10/26/98

Task 3 Other Support Requirements. (Contract Section C.4.1.2) WGSi will fulfill other support requirements for staffing coverage, vendor/carrier liaison, disaster recovery and backup, and utilization of network monitoring tools.

generate, at the Government's request, network-wide and component-specific ad hoc reports and queries concerning network performance.

PROPOSED STAFFING:

- 1 Senior Telecommunications Specialist
- 1 Database Administrator
- 1 System/Network Administrator

STAFFING JUSTIFICATION: The Senior Telecommunications Specialist is necessary to serve as a point of contact to the Help Desk, Tier 2, and Tier 3; and to provide technical interface with third party network and software providers. This position will also be responsible for the overall planning and implementation of the primary and backup hardware systems that support the current NCC and Help Desk Software. One full-time Database Administrator is essential to the development of tools required to support this task (e.g., the Remedy System and to generate network-wide and component-specific ad hoc reports and queries as requested by the INS). WGSi proposes 1 System/Network Administrator to maintain the hardware systems and their respective operating systems; and to update the HP OpenView, CiscoWorks, and Optivity Maps and Databases and to generate network-wide and component-specific ad hoc reports and queries as requested by the INS. As Remedy is deployed to field offices, an increase in staffing in this area may be required to cover the increased effort. WGSi will provide support in this area on a 24 hours per day, 7 days per week basis.

Task 3 Other Support Requirements. (Contract Section C.4.1.2) WGSi will fulfill other support requirements for staffing coverage, vendor/carrier liaison, disaster recovery and backup, and utilization of network monitoring tools.

PROPOSED STAFFING:

- 3 Senior Telecommunications Specialists
- 12 Telecommunications Specialists

STAFFING JUSTIFICATION: WGSi proposes 3 Senior Telecommunications Specialists to supervise and 8 Telecommunications Specialists to provide on-duty support for the Network Control Center, 24 hours per day, 7 days per week. The INS requires a minimum of two persons on duty per shift. At a minimum, 9 personnel will be needed to support this around-the-clock operational coverage required by the INS. In addition, these personnel will support other subtasks under this task order as the need arises, WGSi believes that as the technical complexity of the network increases the Telecommunications Specialists may need to be changed to Senior status. This will be addressed with INS at that point in time.

Task 4 Foreign Office Network Operations and Support (Contract Section C.4.1.2) As directed, WGSi will provide technical support in the areas of technology assessments, planning, design, tracking, acquisition, and inventory for the Foreign Office Networks outside the Continental United States.

WGSi

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PROPOSED STAFFING:

2 Certified Network Engineers (Banyan Vines)

STAFFING JUSTIFICATION: 2 Certified Network Engineers with emphasis on Banyan Vines Networking to perform installations, upgrades, and maintenance on the file servers and workstations.

Task 5 Circuit Order Analysis (Contract Section C.4.1.2) WGSi will perform the required assessment of the INS TIP data communications network topology and identify the monthly circuit expenditures to determine best practice, most cost effective circuit provisioning design technology. In particular, we shall import the Department of Justice circuit billing data files into a readable format and group the circuit cost entries by circuit type, bandwidth, geographical area, and/or cost factors. The Contractor shall also assemble the actual installed circuit list to identify any discrepancies. INS will provide WGSi the expansion requirements (see Task 4.b.).

PROPOSED STAFFING:

1 Database Administrator
1 Senior Telecommunications Specialist
1 Senior Systems Analyst

STAFFING JUSTIFICATION: The Database Administrator would import the Department of Justice Information into Remedy and develop the reports and analytical macros on the advice of the Sr. Telecommunications Specialist. The Senior Telecommunications Specialist and the Senior System Analyst would then perform the cost/design analysis and present reports to the INS COTR and/or his designee.

Task 6 Video Teleconference (Contract Section C.4.1.2) WGSi will perform research and analysis on new and emerging Video technologies, prepare reports to address these technologies, and install the selected technologies in those INS designated sites. The contractor will establish long range deployment schedules based on priorities provided by the INS operational units, perform site surveys, and implementation plans for each site.

PROPOSED STAFFING:

2 Network Engineer – Video Teleconferencing Specialists

STAFFING JUSTIFICATION: The two Network Engineers – Video Teleconferencing Specialists will perform the research, analysis, survey of sites, and the installation of those sites according to the priorities set by the INS Units.

Task 7 Intranet Web (Contract Section C.4.1.2) WGSi will perform the Web management of the Data Communications pages.

PROPOSED STAFFING:

2 Webmasters

STAFFING JUSTIFICATION: The two Webmasters will perform the Web page construction and management.

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

The period of performance for this task order is from November 1, 1998 through September 30, 1999. Tasks 5 – Circuit Order Analysis, 6 – Video Teleconferencing and 7 – Intranet Web will have a period of performance of January 1, 1999 through September 30, 1999.

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

5. **Place of Delivery or Performance**

WGSi agrees that Network Control Center Management will be performed at the NCC's present location in the INS Chester Arthur Building (CAB); this will include both the NCC and the Router Configuration/Installation Group; the Router Configuration/Installation Group will perform installation services throughout the continental United States. The Foreign Service Support Group will perform at the present location in Washington DC and various foreign countries as required. *at other future locations.*

6. **Deliverables**

WGSi agrees to provide the INS with the deliverables listed in the task order. The weekly report will be delivered on Thursday and the monthly report on the 15th of each month.

7. **Security Requirements**

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

8. **Other Direct Costs**

WGSi expects to incur costs for local travel, long distance travel, pagers, training, etc., as listed in the attached cost section. In addition, WGSi is proposing an Other Direct Cost

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for consulting services for expert network analysis and troubleshooting, including network design and review, of the INS's complex network environment.

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

9. **Special Requirements**

WGSJ Agrees to the special requirements for travel to the foreign countries under the State Department.

PART II. SERVICE LEVEL AGREEMENT (SLA)

1. Contract Number/Task Order Number: **HQ96-37/FOS98-08**

3. **Introduction**

a. Organizations Involved

(1) Service Provider: Contractor Name

(a) [REDACTED] Project Manager, INS NCC

(b)(6)

(b) Immigration and Naturalization Service

(c) 425 I Street, NW, Room 5120

(d) Washington, DC 20536

(e) (202) 616-5158

(2) End User Organization:

(a) POC Names: Mr. Ping Li

(b) Location: 801 I Street, NW

6th Floor, Suite 640

Washington, DC 20001

(c) Telephone Numbers: (202)-616-1666

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

3.1 WGS agrees that it will:

- a) Provide Network Control Center (NCC) Services 24 hours a day, 7 days a week for specific subtasks as stated in WGS's proposal.
- b) Resolve all calls assigned to the NCC within [REDACTED] of calls will be resolved within [REDACTED]. Call resolution, when applicable, includes assignment of the call to an agency external to the NCC for final resolution.
- c) Respond to user problem notification as follows:
- [REDACTED] of notifications responded within [REDACTED]
 - all notifications responded within [REDACTED]

(b)(4)

WGS

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- d) Perform work scheduling, cost tracking, issues escalation, deliverable tracking, and customer liaison.
- e) Gather required information from users concerning problems that exist on the WAN in order to resolve them. Perform network status monitoring, network health reporting, trouble ticket tracking, routine network problem-troubleshooting, network equipment deployment assistance, and configuration management.
- f) Operate and maintain NCC network management tools as defined in the Statement of Work.
- g) Provide expertise to identify network performance bottlenecks, specify required configuration upgrades, develop problem resolution procedures, implement problem resolutions, update NCC operating procedures, and disseminate lessons learned via INS reporting sources (e.g., INS Intranet, weekly status reporting, etc.). Provide technical support in the areas of technology assessments, planning, design, tracking, acquisition, inventory control for Foreign Office Network Operations.
- h) Perform network troubleshooting on an on-call basis. Perform performance tuning and equipment upgrades (e.g., Y2K upgrades, IOS upgrades to keep the routers software current).
- i) Collect and maintain statistics regarding the number of trouble tickets open and closed on a weekly basis. Identify trouble tickets still open at the end of the reporting period and trouble tickets open longer than one week.
- j) Collect and maintain statistics regarding network outage (unscheduled)
- k) Track trends and frequencies in problem reports and actions taken to resolve problems.
- l) Develop and deliver escalation procedures.
- m) Provide a complete inventory of all Foreign networks property as tasked.
- n) Notify the Help Desk and INS Application Managers of planned outages due to maintenance or other activities that the NCC schedules for the WAN.
- o) Provide users with periodic updates on open trouble tickets.
- p) Perform periodic surveys to monitor customer satisfaction.

3.2 Performance Incentives

The table below provides the performance incentives for the NCC SLA.

NCC - Performance Incentives						
Element	Standard	Performance Requirement	Measurement Interval	Source	Performance Factor	Calculations
NCC Availability	100% Network Control Center	No deviation from the	Quarterly	Random Sampling	+/- 1% total monthly price for NCC	Performance = Actual network availability

WGSJ

10/26/98

	availability 24 hrs 7 days per week	network availability standard		Call activity logs	network availability @ +/- 1% variance	
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3.2.1 Contractor Payment

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

3.2.2 Example of Determination of Reduction

- a. Assume an annual task order value of \$1,600,000.
- b. Assume the measurement period is quarterly.
- c. Assume the amount placed at risk is \$400,000 (\$1,600,000/4).
- d. Assume the standard for network control center availability (manning) is 100%.
- e. Assume that the contractor only achieved 98% network availability.
- f. Assume the incentive is based on +/- 1 % of the monthly invoiced price.
- g. Assume the calculation is determined by:

$$\frac{\text{Number of hours NCC available}}{\text{Number of hours NCC required}} = \text{network control center availability}$$

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

Total task order value at risk: \$400,000
Number of hours network manning required: 2160 (24 hours times 90 days)
Number of hours network manning available: 2116.8
NCC Availability: 98%

Incentive based on +/- 1% variance

Variance: 2%

Total Reduction for the Quarterly Period: **\$8,000** (\$400,000 times .02 variance)

4. Responsibilities of the End-User Organization

4.1 The end-user organization agrees it will:

1. Provide the following software:

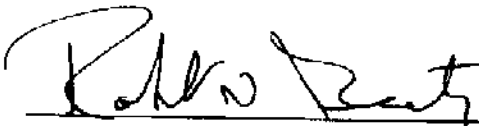
- CISCO Works
- HP OpenView
- Synoptic Optivity
- UNIX Sybase QIP monitoring tools
- Network Sniffers

2. Provide infrastructure support, including workspace, desks, telephones, personal computers (PCs), copiers, etc.

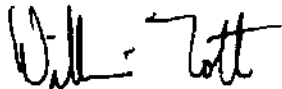
6. Conclusion

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

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



Immigration & Naturalization Service Contracting Officer



Immigration & Naturalization Service COTR



Immigration & Naturalization Service End User Representative



Service Provider Representative Signature

(b)(6)



Service Provider Contracts Representative Signature

TASK ORDER TECHNICAL PROPOSAL

In Response to Contract COW-7-C-0013

for

Immigration and Naturalization Service

Task Order No. FOS99-008 dated September 21, 1998

Prepared for:

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

Prepared by:

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

October 7, 1998 (Amended October 26, 1998)

Restriction on Use or Disclosure Statement

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

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000003	3. EFFECTIVE DATE 01/11/99	4. REQUISITION/PURCHASE REQ. NO. ISD-9-00006	5. PROJECT NO. (if applicable)	
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than Item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299		TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.	
ATTN: (b)(6)			9B. DATED (SEE ITEM 11)	
CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0091	
FACILITY CODE			10B. DATED (SEE ITEM 13) 12/21/98	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

See Block 14

Increase \$1322836.80

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

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

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

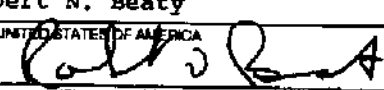
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by LCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From \$2,348,163.20 To \$3,671,000.00
For A Net Increase of \$1,322,836.80

This Modification Has Changed The Total Amount
From \$2,348,163.20 To \$3,671,000.00
For A Net Increase of \$1,322,836.80

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
18B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	18C. DATE SIGNED 1/11/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

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

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CONTINUATION SHEET

REF. NO. OF DOC. BEING CONTD.

COW-7-C-0013 COW-9-P-0091 000003

PAGE

OF

2

2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4	Repair and Maintnance of Microlog Equipment through April 30, 1999 Accounting: 1591220/91PS.331X.X39.46 Discount Terms: 30	1	LO	\$125000.00	\$125000.00
5	PR# SID-9-00066 Hardware maintenance services Accounting: 15X8598/91SD.321S.09S.00 Discount Terms: Net 30 Days	1	LO	\$1197836.80	\$1197836.80
----- The following information applies to all line items -----					
FOB: Destination					

AMENDMENT OF SOLICITATION		MODIFICATION OF CONTRACT		CONTRACT ID CODE	PAGE 1 OF 2 PAGES
2. AMENDMENT/MODIFICATION NO. 000002		3. EFFECTIVE DATE 01/06/99	4. REQUISITION/PURCHASE REQ. NO. SID-9-00017	5. PROJECT NO. (if applicable)	
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536		CODE HQPRO
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299			TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.	
ATTN: [Redacted] (b)(6)				9B. DATED (SEE ITEM 11)	
CODE				10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0091	
FACILITY CODE				10B. DATED (SEE ITEM 13) 12/21/98	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)
15X8598/91SD.321S.098.00 Increase \$2026947.00

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

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority):

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

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

This Modification Has Changed The Obligated Amount
From \$321,216.20 To \$2,348,163.20
For A Net Increase of \$2,026,947.00

This Modification Has Changed The Total Amount
From \$321,216.20 To \$2,348,163.20
For A Net Increase of \$2,026,947.00

(continued)

Except as provided herein, all terms and conditions of the document referenced in item 6A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print)	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
	Robert N. Beaty
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
15D. UNITED STATES OF AMERICA BY [Signature]	15E. DATE SIGNED
(Signature of Contracting Officer)	4-6/99

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

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

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CONTINUATION SHEET

REF. NO. OF DOCUMENT CONT'D.

COW-7-C-0013 COW-9-P-0091 000002

PAGE OF

2 2

NAME OF OFFEROR OR CONTRACTOR

WANG GOVERNMENT SERVICES, INC

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3	1895 SERVICE Ship To: IMMIGRATION & NATURALIZATION SVC RM S640 TECHWORLD 800 K STREET, N.W., WASHINGTON, D.C. 20036 ATTN: DARLENE SWANN FOB: Destination	1	LO	\$2026947.00	\$2026947.00

2. AMENDMENT/MODIFICATION NO. 000001	3. EFFECTIVE DATE 12/23/98	4. REQUISITION/PURCHASE REQ. NO. SID-9-00017	5. PROJECT NO. (if applicable)
6. ISSUED BY Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536	CODE HQPRO	7. ADMINISTERED BY (if other than item 6) Immigration & Naturalization Svc Headquarters Procurement Div. 425 I Street, N.W., ROOM 2208 Washington, D.C. 20536	CODE HQPRO

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) WANG GOVERNMENT SERVICES, INC 7900 WESTPARK DRIVE SUITE 1105 MCLEAN, VA 22102-4299	TIN: 411571110	9A. AMENDMENT OF SOLICITATION NO.
ATTN: (b)(6)		9B. DATED (SEE ITEM 11)
CODE	FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. COW-7-C-0013 COW-9-P-0091
		10B. DATED (SEE ITEM 13) 12/21/98

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)
15X8598/91SD.321S.09S.00 Increase \$225216.20

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

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

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

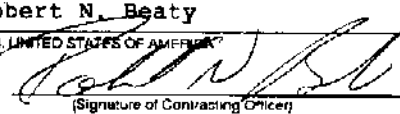
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification Has Changed The Obligated Amount
From \$96,000.00 To \$321,216.20
For A Net Increase of \$225,216.20

This Modification Has Changed The Total Amount
From \$96,000.00 To \$321,216.20
For A Net Increase of \$225,216.20

(continued)

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Robert N. Beaty
15C. DATE SIGNED	15D. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
15E. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15F. DATE SIGNED 12/23/98

CONTINUATION SHEET		REF. NO. OF DRAWING CONT'D.	PAGE	OF	
		COW-7-C-0013 COW-9-P-0091 000001	2	2	
NAME OF OFFEROR OR CONTRACTOR					
WANG GOVERNMENT SERVICES, INC					
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	1895 SERVICE Ship To: IMMIGRATION & NATURALIZATION SVC RM S640 TECHWORLD 800 K STREET, N.W., WASHINGTON, D.C. 20036 ATTN: DARLENE SWANN FOB: Destination	1	LO	\$225216.20	\$225216.20

NSN 7540 01 152 8067

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OPTIONAL FORM 348 (9-85)
 Sponsored by GSA
 FPMR (48 CFR) 53.110

ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

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

1. DATE OF ORDER 10/01/98	2. CONTRACT NO. (if any) COW-7-C-0013	5. SHIP TO:	
3. ORDER NO. COW-9-P-0091	4. REQUISITION/REFERENCE NO. ISD-9-00001	a. NAME OF CONSIGNEE U.S. IMMIG. & NATZ. SERVICE	
5. ISSUING OFFICE (Address correspondence to) Immigration & Naturalization Svc Headquarters Procurement 425 I Street, N.W., Room 2208 Washington, D.C. 20536		b. STREET ADDRESS RECEIVING UNIT, ROOM LL-264 425 I STREET NW	
		c. CITY WASHINGTON D	d. STATE e. ZIP CODE DC 20536
7 TO: Attn: [Redacted]		f. SHIP VIA (b)(6)	

a. NAME OF CONTRACTOR WANG GOVERNMENT SERVICES, INC	6. TYPE OF ORDER	
b. COMPANY NAME 7900 WESTPARK DRIVE	<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
c. STREET ADDRESS SUITE 1105	Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of the form and is issued subject to the terms and conditions of the above-numbered contract.	
MCLEAN	e. STATE VA	f. ZIP CODE 22102-4299

8. ACCOUNTING AND APPROPRIATIONS DATA 1591220/91PS.331X.X39.46	10. REQUISITIONING OFFICE DANIEL J. SLATTERY
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11. BUSINESS CLASSIFICATION (Check appropriate box(es))			
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. D-SADVANTAGED	<input type="checkbox"/> d. WOMEN OWNED

12. F.O.B. POINT Destination	13. PLACE OF	14. GOVERNMENT B/L NO	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 12/31/98	16. DISCOUNT TERMS Net 30 Days
a. INSPECTION Destination	b. ACCEPTANCE Destination			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
1	<p>Tax ID Number: 411571110</p> <p>This order is for task 7, Hardware Maintenance, under contract COW-7-C-0013 for FY99.</p> <p>This task is described and the pricing for it is contained in attachment 1 hereto.</p> <p>The total estimated price of this order is \$14,609,454.00</p> <p>repair and maintenance of Microlog Equipment for the period 10/1 -12/31 98.</p>	1	LO	\$96000.00	\$96000.00	

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17. (i) TOTAL (Cont. pages) \$0.00
21. MAIL INVOICE TO			
a. NAME US IMMIGRATION & NATZ. SERVICE FINANCE BRANCH			17. (ii) GRAND TOTAL \$96000.00
b. STREET ADDRESS (or P.O. Box) 425 I STREET, N.W., ROOM 6034			
c. City WASHINGTON	d. STATE DC	e. ZIP CODE 20536	

22. UNITED STATES OF AMERICA BY (Signature) 	23. NAME (Typed) Robert N. Beaty TITLE: CONTRACTING/ORDERING OFFICER
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OPTIONAL FORM 347 (Rev. 6/85)
Prescribed by GSA; FAR (48 CFR) 53.213(e)

WANG GOVERNMENT SERVICES RESPONSE**Task Order and Service Level Agreement 7 – MAINTENANCE AND INVENTORY****Contract Number/Task Order Number: COW-7-C-0013/FOS99-007****Date of the Order: 9/8/98****Date of the Response: October 26, 1998 (Amended October 29, 1998)****1. Scope**

Wang Government Services, Inc. (WGS) understands the scope and requirements of the Maintenance/Inventory task. This proposal will describe the solution of the WGS team and the structure of the organization proposed to provide the solution. WGS will continue to provide the level of support required to ensure the success of the INS mission.

2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.5.

3. Requirements

WGS shall provide support for Maintenance Requirements as defined in contract Section C.5. WGS shall provide all necessary supervision, management, technical, and administrative support to accomplish this task specified under this contract.

Task 1 – Maintenance Requirements (Contract Section C.5)

The WGS proposal represents an interim maintenance approach until the inventory implementation is completed. This interim agreement is required primarily due to insufficient inventory data which would allow WGS to provide a price proposal in accordance with the terms of the contract and allow WGS to meet 4 hour return to service requirements.

WGS will provide three distinct levels of maintenance support under this contract: on-call (full coverage), per-call and depot maintenance. Each of these types of maintenance is described in detail later in this proposal. All full coverage maintenance includes both preventive and remedial maintenance at INS domestic locations. WGS provides both on-site and dispatched services to INS locations. There are sixteen identified INS locations in CONUS that have dedicated maintenance personnel assigned. Other INS locations are supported through the Wang services organization and are available to provide support for the Principle Period of Maintenance (PPM), 6:00AM to 6:00 PM, local time, Monday – Friday or Outside Principle Period of Maintenance (OPPM) 6:01 PM to 5:59 AM, Monday – Friday and Weekends and Holidays as identified by the INS. All maintenance calls are routed through the INS Help Desk manned 24 hours a day, 7 days per week. As calls are identified as requiring hardware maintenance they are queued into our secondary triage support center located in McLean, VA. This Technical

WGS

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10/29/98

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

Assistance Center (TAC) provides hardware support to INS users and identifies part requirements if possible. If the problem can not be resolved over the telephone and on-site assistance is required, the TAC dispatches the identified personnel for that INS location. Additionally, all calls are processed through the TAC and calls are not closed until verbal confirmation has been received from the user.

PROPOSED STAFFING: 1 Technical Manger, 1 Senior Logistics Specialists, 5 Senior Computer Specialists

STAFFING JUSTIFICATION: WGSJ proposes 1 Senior Logistics Specialist to analyze inventory data provided by the Government. Located at the Wang logistics facility in Tewksbury, MA this individual coordinate parts movement between all INS locations, analyze parts usage and consumption for this contract, and act as the primary source responsible for managing parts in the field and central locations. The Senior Logistics Specialist will provide the lifeline of spares and parts need to be successful in the project and will report directly to the Project Manager for HM. The 5 Senior Computer Specialists will provide first level support to INS users to assist in isolating hardware-related malfunctions through the help desk. These specialists will be located in our McLean, VA Technical Assistance Center (TAC). As hardware calls are received through the INS Help Desk hardware calls are transferred to the TAC center for further triage and problem identification. This group will have a Remedy terminal available to both to monitor and update calls real time. The technical manager reports to the Project Manager for Maintenance and Inventory and holds responsibility for the delivery of maintenance service under this contract.

All of the above staffing, with the exception of the Technical Manager, are priced as part of the fixed-price maintenance service.

Constraints (Contract Section C.5.1)

WGSJ understands security policies, regulations, and procedures and the Government will permit timely access to the equipment that is to be maintained.

Task 2 – General Maintenance Requirements

WGSJ will provide support including technical troubleshooting, problem resolution, and component repair in order to maintain and keep the equipment covered under the contract in full operating condition. Additionally, WGSJ will:

- Provide the Government through the Wang staffed INS help desk toll-free continuous telephone coverage 24 hours per day, 7 days per week, without exception.
- Provide all necessary personnel, materials, parts, tools, diagnostic and test equipment, technical manuals/publications, and other services.
- Provide a detailed activity report of open and closed calls for verification purposes, on a monthly basis. If requested or required for further verification a detailed

maintenance activity report by location / component or other element could be requested.

The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM. Equipment residing in locations not in compliance with environmental specifications furnished by the OEM will be maintained by WGSi on a time and material basis.

The cost for hardware maintenance on monitors 17" and smaller are included in the CLINs for the Personal Computers. Monitors over 17" will be maintained by WGSi on a time and material basis.

LCD's and impact-related damages of Laptops are not covered. Laptops are depot maintenance with a 5 day return to service starting from the time of receipt at the depot. WGSi will pay all shipping and handling costs associated with providing this service on laptops. IDP laptops are excluded from the 5 day return to service.

Task 3 – Types of Maintenance

Subtask 3-1 – Preventive Maintenance (Contract Section C.5.4.1)

WGSi has a full understanding of the evolving role that preventive maintenance (PM) plays in today's leading-edge systems and devices. PM takes full advantage of the modular nature of today's products. Generally performed in conjunction with remedial maintenance activities, PM has reduced the need for costly service outages. WGSi will provide all parts and materials not designated as supplies or deemed customer replaceable by the OEM and will perform PM activities in accordance with OEM specifications and requirements.

Subtask 3-2 – Remedial Maintenance (Contract Section C.5.4.2)

INS remedial maintenance services will be provided using WGSi's ISO 9002 certified Field Operations, Logistics, and Call Control Center procedures and systems. WGSi will make full use of its 1,700 CREs, 700 logistics stocking locations, and 240 service locations to ensure that satisfactory levels of service are attained.

WGSi CREs will have access to pre-positioned logistical assets to meet INS critical needs. This returns the end users to full operational capability much faster than if field assets are not available. The required asset management system entries are made, and the failed units are repaired and returned to the appropriate stocking location.

Remedial maintenance will include all transportation, labor and parts required for return of malfunctioning systems or equipment to full operating condition. WGSi will restore the Operating System and network connectivity if network connectivity existed prior to the failure. Restoration services do not include application software and data restoration. Restoration of application software will be coordinated with the WGSi FOS personnel at

each location. The Wang team of both FOS and HM will provide complete system restoration of both hardware and software. Software maintenance is limited to the restoration of the software environment as it existed prior to the hardware failure.

Subtask 3-3 – On-Call (Full Coverage) Maintenance (Contract Section C.5.5)

On-call maintenance is offered during the PPM and the OPPM as ordered. A single monthly rate includes travel, transportation, parts and labor required to perform remedial and preventive maintenance. The on-call maintenance strategy includes a mixture of dedicated onsite Customer Resource Engineers (CREs) (where INS concentrations require) and local CREs dispatched to support smaller INS sites from nearby WGSi locations.

WGSi will locate dedicated CRE work groups in the following geographical areas to provide services to the largest densities of INS end users:

- ♦ National Capital Region
- ♦ St. Albans and Burlington, VT
- ♦ Metro LA
- ♦ Laguna Niguel
- ♦ McAllen, TX
- ♦ Metro San Diego
- ♦ Metro New York
- ♦ Metro Miami
- ♦ San Francisco, CA
- ♦ Tucson, AZ
- ♦ Yuma, AZ
- ♦ Metro Dallas
- ♦ Lincoln, NE
- ♦ El Paso, TX
- ♦ Del Rio, TX
- ♦ Chicago, IL

These dedicated work groups will be made up of the following:

- ♦ Supervising CRE is responsible for overseeing all CRE activities at the site. The Supervising CRE assigns CREs to problem tickets and performs a follow-up to ensure that the problem has been resolved. The Supervising CRE balances staff workloads to ensure that assignments are evenly distributed and that problems are responded to in accordance with their assigned priority and the governing SLA.
- ♦ CREs perform all maintenance tasks. Depending on the size of the location, one or more CREs will be assigned to a Supervisor. Additionally, these CREs will function as scheduled backup for other regional locations.

Each CRE has the tools, equipment, training, spare parts, and consumables necessary to meet INS's requirements during the PPM and the OPPM. Each dedicated work group will have pre-positioned spares. Stocking levels are based on the hardware inventory provided within the solicitation document and will be readjusted periodically based on

experienced usage, TIP activities within the area, and, should the asset management task be assigned, the actual asset data obtained from the location. Restocking of this supply base is based on item consumption and will be accomplished using logistics capabilities that trigger automatic restocking.

All restocking is managed out of Wang's Tewksbury, MA, logistics center, which serves as the primary restocking point for all WGSi contracts based within the United States. This 125,000-square-foot central distribution center is located 30 miles north of Boston. It is situated near the intersection of Interstates 93 and 495 with easy access to Logan International Airport and every major air and ground carrier. The warehouse contains approximately 25,000 line items in support of field operations. The distribution center processes approximately 1,500 pieces per day and operates on a 24x7 a week basis. The logistics center ensures that each of the 700 worldwide stocked locations has the items that they need, when they are needed.

Where there is not a sufficient concentration of end users and devices to warrant dedicated CREs, maintenance support will be provided by the WGSi Multi Vendor Support (MVS) site within 50 miles of the INS site. Logistical asset stocks will be deployed at each MVS site supporting an INS site. Stock levels will be determined using the same methodology as for dedicated support sites.

Where Wang does not have on-site personnel performing maintenance WGSi FOS personnel will assist in initial triage of equipment problems and repairs if parts are available. After determination of where these sites are located spare parts stocking will be provided.

Remote isolated locations will be serviced under a subcontract agreement with [REDACTED] [REDACTED] is a quality service provider based out of Billings, MT. Wang has used them to support various contracts including the US Senate. [REDACTED] will provide service predominately in the northwest corridor of the United States.

A combination of onsite stocking and overnight shipment of spares will be used to ensure parts availability. Through this approach, WGSi will meet the requirement to return devices and systems to service within four hours of notification. This level of service is most cost effective when used to service large concentrations of end users and equipment.

- *PPM* will provide a next business day return to service between the hours of 6:00 AM to 6:00PM local time. This represents the majority of equipment to be serviced.
- *7 x 24 or PPM and OPPM* will be provided to specified equipment and a 4-hour return to service will be supplied. This will be applied to LAN Servers at all locations.

On-call maintenance will be treated as unlimited emergency maintenance to be performed on systems or equipment after notification that the equipment is

malfunctioning. There is no maximum number of remedial maintenance calls per month or year on systems or equipment.

Subtask 3-4 – Per-Call Maintenance (Contract Section C.5.6)

Per-call maintenance will be used to cover special circumstances not foreseen by contractual provisions or equipment that has not been identified prior to service being required; all per-call service requests will be completed on a best commercially reasonable effort basis (within one (1) business week). Per-Call maintenance creates a challenge, as parts are not stocked for equipment we were not aware existed therefore contractual repair time requirements are impossible to meet. WGSi will notify INS of a per-call incident in accordance with Section C.5.6 of the contract. This notification serves two purposes. It provides the EUCB notification that per-call authorization is required, and upon authorization from INS an estimated time of the completion of service can be provided by WGSi. As required the listed per call rate is applied on a time and materials, portal-to-portal basis for services requested. Per call service requests will be subject to a two-hour minimum which will be applied on a site visit basis. Where multiple repairs are involved, there will be only one minimum labor and portal-to-portal charge. All parts shall be warranted for a period of 90 days.

Subtask 3-5 – Depot Maintenance (Contract Section C.5.7)

OCONUS locations will be supported by providing depot maintenance from our Tewksbury, MA logistics facility. When a call is opened from an OCONUS location and the help desk analyst determines the part required, the part will be shipped from our Tewksbury, MA facility. After receipt of the part at the users location Wang is available to provide telephone assistance to install the part. For CONUS items utilizing depot maintenance, WGSi understands and will repair and return failed items within 2 business days after receipt in the Wang depot. All normal shipping charges will be at the expense of the government. If the COTR directs, priority shipping is authorized.

Laptop repairs will be performed through the depot maintenance section of the contract. WGSi will provide a shipping carton to the customer after receipt of a call. After receipt of the failed laptop in our depot facility in Tewksbury, MA the repaired item will be shipped to the user within 5 business days. For equipment where parts, after thorough research, are not available or the equipment is deemed obsolete, the equipment will be returned to INS stating parts are not available and WGSi is unable to repair the failed item.

Task 4 – Repair Times (Contract Section C.5.8)

The INS help desk is staffed on a 24 hours a day, seven days a week basis. All calls are logged and date/time stamped by the system's call logic. For sites/devices covered on a 24 hours a day, seven days a week basis (or a variant thereof), this date/time stamp marks the start of the service delivery period. For PPM-only maintenance service, the repair