

Service Provider Gentract Representative



Contract No.: COW-7-C-0013 Task Order No.: FOS98-002

## INS FOS

### TASK ORDER 2 -- HELP DESK PRICE SUMMARY

Labor Category	FTE's	Hours	Rate		Total
Technical Manager	1	1,880		\$	
Senior Systems Analyst	7	13,160	1 1	<b>. \$</b>	
Help Desk Analyst II	14	26,320		\$	Į.
Secretary	1	1,880		\$	
Help Deak Analyst I	4	7,520			_
Total Labor Summary	27	\$0,760		- \$	
Labor Categories for Overtime	(	OT Hours	OT Rate		Total
Technical Manager		94		\$	
Senior Systems Analyst		658		\$	
Help Desk Analyst II		1,316		\$	
Secretary		94		\$	
Help Deek Analyst I		376		\$	
Total Labor Summary		2,538			
Travel Summary *					Total
CONUS (INS Application System T	raining)			\$	F -
Local Travel				Š	1 1
Total Travel				\$	
	•				
Other Direct Costs *					Total
Pagers				\$	
Brochures & Flyers				\$	
Office Supplies				\$	
Parking Expenses				\$	1
Training Classes (INS Application 9	systems)			5	
S/W Training Class -Casepoint				\$	
Total Other Direct Costs Summ	ary			\$	1
					ļ
Material Summary					Total
				\$	
Hardware - (Equipment)					
-				\$	
Hardware - (Equipment)					

\* Note: Travel and Other Direct Costs are estimates only. All costs will be invoiced a actual cost

December 1, 199

ATTACHMENT 2



Contract No.: COW-7-C-0013 Task Order No.: FOS98-002

## TASK ORDER 2 Help Dask - Year 1 Support Only

#### Subtask 2-1 Help Desk Operations - Tier 1 Support

CLIN	Labor Category	FTE's	Hours	Rate	_	Total
3002	Technical Manager	1	1,880	·	]	
3007	Senior Systems Analyst	7	13,160		i	1
3022	Help Desk Analyst II	14	26,320			
3028	Secretary	1	1,880		1 \$	i
3030	Help Desk Analyst !	4	7,520		s	
	Total Labor Summary	27	50,760	<u> </u>	\$	
	Labor Categories for Over	time (	DT Hours	OT Rate		Total
3002AA	Technical Manager		94	_	<del>-</del> 7 ; [	
3007AA	Senior Systems Analyst		658			
30022AA	Help Desk Analyst II		1316		s l	
3026AA	Secretary		94		j .	
3030AA	Help Desk Analyst I		376		أأأ	Ļ
•====	Total Labor Summary for	OT	2538			•
	Travel Summary					Total
4002	CONUS (INS Application Sy	etam Trainin	•1		\$	
4002	Local Travel	arenn mannin	47		Š	
4002	Local (1470)					
	Total Travel				\$	] ]
	Other Direct Costs					Price
4000	Pagers				\$	
4000	Brochures & Fivers				\$	
4000	Office Supplies					
4000	Parking Expenses				\$ \$	. 1
4000	Training Classes (INS Applic	ation System	ns)		\$	. i
4000	S/W Training Class -Casepo	oint			\$	1
	Total Other Direct Costs	Summary				
					l	
	Material Summary				Total	Price
4001	Hardware - (Equipment)				\$	
4001	Software - Casepoint				\$	
	Total Material Summary				<b>\$</b>	
	70 1		£0.08£			
	Total Subtask 2.1 Summa	ry 27	53,298			2,038,390

December 1, 199

Travel Summary for the Task Order 2 - Help Desk for the INS-FOS Contract CLIN 4002 Year 1 only

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Contract No.: COW-y-C-0013 Task Order No.: FOS98-002

Labor Category	From	Destination	Monthiyr	# of neople	žo st (rčps	* of days	Lodofing	Per Otem	Car Rental	Airtare	Mileage	Total Cost
Help Desk Analyst	Wash, DC Various	Various	Oct-97	, Đ	-	3	169	42	2.5	450		2000
Description Heave	4	10 mm		•				•	2	<u>}</u>		Š.
	Year. OC.	MCLOSO, VA	) ) )	_	₹	_					40	ď
Program Mg/m.	Man DC	MCLBan, VA	16-30V	_	₹	_					5	<b>й</b>
Togram Mgmt	Wash DC	MCLean, VA	0ec-07	_	₹	_					\$	<b>15</b>
Program Mgmt	Wash, DC	McLoan, VA	- Jan-98	_	4	-					3	₩ 
Program Mgmt	Wash. DC	McLean, VA	Feb-68	-	4	-					9	ar.
Program Mgmt	Wash DC	McLeen, VA.	Mar-98	_	4	-					\$	1 027
Program Mgmt	Wash. DC	McLean, VA	Apr-95	-	5	_					07	. W
rogram Mgmt	Wash. DC	McLean, VA	May-9B	-	4	=					9	_
Program Mgmt	Wesh, DC	McLean, VA	Jan -98	<del>-</del>	4	_		-			ક	i vin
Program Mgmt	Wash, DC	McLeen, VA	98-1-X	_	4	_					9	i
Program Mgmt	Wash, DC McLeen, V.	McLeen, VA	Aug-B8	-	4	-					9	100
Program Mgmt	Wash, DC	McLean, VA	Sep-38	-	Ġ	-					40	62
Total Traval Command	-			-	5	-				_	_	₽



#### Part I. Task Order

Contract Number/Task Order Number: COW-7-C-0013/FOS98-004

Date of the Order: 12/08/97

#### 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 midtier (client server) platforms, workstations and associated peripherals.

#### 1.1 Background

The ADP Operations Branch is responsible for providing a secure, effective, responsive environment for development, implementation, processing, and production control of mission critical and decision support information systems. The branch provides computer operations, database management, and systems software services. The branch has a major role in providing mainframe and minicomputers support.

#### 1.2 Objectives

The purpose of this Task Order is to establish contractor support for Headquarters' Operations Support that will include, but not be limited to, computer operations support required to operate and monitor the INS environment of MVS peripheral equipment, minicomputers (including UNIX-based), microcomputers, and Local Area Networks (LANs) at the HQ Operations Center; production control support to process INS data; storage management support to manage and control INS data that is stored on various storage media; systems security support to control access to INS data; contingency planning support to minimize the impact of a disaster; and capacity planning support to ensure availability of required computing resources.

#### 2. References

Documentation for work under this Task Order was obtained from Contract COW-7-C-0013 Section C.4.

#### 3. Requirements

The Contractor shall provide Headquarters' Operations Support as defined in contract Sections C.4.2, C.4.3, C.4.4, C.4.5, C.4.8, C.4.9, C.4.11. The Contractor shall provide all necessary supervision, management, technical, and administrative support to accomplish these tasks as specified under this contract.

## Task 1 - Information Technology (IT) Support Services for Headquarters' Operations

The Contractor shall provide staffing and management support to perform the following IT operations at the INS Headquarters (HQ). Initially, the Contractor shall establish a stable transition of the "as is" HQ operations environment.

Subtask 1-1 - Computer Operations Support. (Contract Section C.4.2) The Contractor shall provide computer operations support required to operate and monitor the INS environment of MVS peripheral equipment, minicomputers (including UNIX-based), microcomputers, and Local Area Networks (LANs) at the HQ Operations Center. The Contractor shall be required to perform printing services, backup and archiving procedures, disaster recovery, and prevention procedures. The Contractor shall also provide ancillary support services such as supplies control and limited facility management. The Contractor shall provide staffing coverage 24 hours per day, 7 days per week, 365 days per year. Mandatory staffing shall be two (2) persons per weekday shift during the hours of 07:00 to 15:30, and one (1) person per shift at other times.

Expertise Required: Knowledge of MVS/ESA, OS/390 and UNIX operating systems.

Subtask 1-2 - Production Control Support (Contract Section C.4.3) The Contractor shall provide production control support for INS application systems that are operational at the Justice Data Centers (JDC), HQ Operations Center, and other decentralized locations. Production control support shall include, but is not limited to, job scheduling, job submission, job recovery/restart, problem determination and notification, input preparation, input/output control, output distribution, and file backup and recovery. Also, the Contractor shall perform system and on-line monitoring, and provide periodic reports on system availability/unavailability. The Contractor shall provide staffing coverage 24-hours per day, 7 days per week, 365 days per year. Mandatory staffing shall be two (2) persons per weekday shift, and one (1) person per shift on weekends and holidays.

Expertise Required: Knowledge of MVS/ESA, OS/390, Job Control Language (JCL), CA-Scheduler, TSO, MVS utilities.

Subtask 1-3 - Magnetic Media Library Management and Control (Contract Section C.4.4) The Contractor shall operate and maintain magnetic media libraries located at the HQ Operations Center. The Contractor shall manage and control storage, withdrawal, and return of magnetic media; and maintain and control magnetic media at offsite storage. At the HQ Operations Center and JDCs, the Contractor shall respond to user requests to

manage data sets resident on INS tapes, operate and maintain an automated media library management system (Tape Management System); and maintain and execute a magnetic media rehabilitation and disposal program.

Expertise Required: Knowledge of Tape Management System (TMS), TSO.

Subtask 1-4 - Direct Access Storage Device (DASD) Management and Control (Contract Section C.4.5) The Contractor shall manage and control INS assigned DASDs at the JDCs. The Contractor shall establish storage management procedures and rules and use automated storage managers such as IBM's Data Facility System Managed Storage (DFSMS) and Data Facility Hierarchical Storage Management (DFHSM) to manage and control disk space. The Contractor shall also respond to user requests for disk storage space; maintain the integrity of INS datasets residing on DASDs; maintain files and perform database backup and recovery procedures; perform disaster/recovery support; and monitor DASD usage and take appropriate action to minimize waste and abuse.

Expertise Required: Knowledge of principles of storage management and operational use of DFSMS, DFHSM, ABR/FDR, TSO, MVS utilities.

Subtask 1-5 - Capacity Planning (Contract Section C.4.8) The Contractor shall provide capacity planning for INS data processing at JDCs. The Contractor shall gather and conduct an analysis of INS plans, develop workload projections, and prepare an annual Capacity Planning Report. The Contractor shall monitor INS system usage and prepare a monthly report. The Contractor shall also provide JDC budget planning and monitor cost.

Expertise Required: Knowledge of principles of ADP capacity planning, TSO.

Subtask 1-6 - Contingency Planning (Contract Section C.4.9) The Contractor shall develop, update, administer, test, and maintain INS ADP Contingency Plan for INS applications systems at the JDC-Dallas. The Contractor shall stay abreast of INS and JDC plans and make adjustments to the ADP Contingency Plan. The initial development will be in accordance with the scheduled contained in WANG's Master Contingency Plan submitted to INS on 9 October 1997. When approved, that schedule becomes a formal part of this Task Order.

Expertise Required: Knowledge of principles of ADP contingency planning.

Subtask 1-7 - Documentation (Contract Section C.4.11) The Contractor shall develop, maintain, update, store, and distribute the following documentation:

- Existing procedures manuals and related documentation concerning functions performed and services provided under this contract.
- New procedures manuals and related documentation, as directed by the
   Government, to provide comprehensive documentation for functions/services provided

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under this contract. The Contractor shall identify and recommend for Government approval topics that require documentation.

- Bulletins, newsletters, and other written documentation to inform users about operations and other matters pertaining to ADP operations and related support.
- System Development Life Cycle (SDLC) documentation updates.

Subtask 1-8 - Technical Support (Contract Section C.4.12) The Contractor shall provide technical assistance to support operating systems, DBMS, and commercial software applications. The Contractor shall analyze and resolve problems, provide documentation of procedures and standards for the use of system software, and provide expert consulting on related technical issues. As required by the Government, the Contractor shall provide application development services that conform to the INS Systems Development Life Cycle. These services shall include, but not be limited to, requirements analysis, design and development, and test and acceptance to support ADP operations activities.

Subtask 1-9 - Systems Security Support (Contract Section C.4.12) The Contractor shall provide computer security support for technical security system administration CA Top Secret and IDMS's IDD, and various access control services for users access to INS applications and databases. The Contractor shall assist in the operation and maintenance of the INS Password Issuance Control System (PICS).

Expertise Required: Knowledge of principles of ADP security, Top-Secret, IDMS's IDD.

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

The Work Schedule shall be established by the INS Task Manager and the contractor's Technical Manager no later than 30 days after Task Order award.

The Period of Performance shall be October 1, 1997 to September 30, 1998.

#### 5. Place of Delivery or Performance

The place of performance shall be at in INS facilities located at 425 I Street, NW, Washington, DC, 20536 and at 111 Massachusetts Avenue, NW, Washington, DC, 20536.

#### 6. Deliverables

Deliverables/Work Products shall be established by the INS Task Manager and the contractor's Technical Manager under the FOS HQ Operations Task Management Plan no later than 30 days after Task Order award.

The Contractor shall provide a weekly status report and a monthly task management status report. The weekly status report will provide input for the Branch's weekly status report and it shall reflect operational Activities/Accomplishments, Problems and Issues, and Next Week Plans, and Travel/Training/Leave. The monthly status report will at least include accomplishments, work-in-progress, planned activities, staffing changes, issues of concern, problems encountered and their proposed/required solution. Additionally, the Contractor shall provide any scheduled or ad hoc operational and administrative reports as tasked by the INS Task Manager.

#### 7. Security Requirements

Security requirements are described in Section H of the contract. Before contractor personnel can begin work, those individuals assigned to the tasks contained order must have an approved INS employment waiver or suitability determination granted by the INS Security Office.

#### 8. Other Direct Costs

Limited travel is required. The Contractor shall provide courier service to deliver outputs or other materials to designated locations. Authorization for the use of other directs costs, such as Travel and Overtime, requires the approval of the contractor's Technical Manager, the INS Task Manager, and the COTR.

Staffing. Per WANG's revised proposal.

#### Part II. Service Level Agreement

#### 1. Contract Number/Task Order Number: COW-7-C-0013/FOS98-004

#### 2. Introduction and Summary of Work Covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the Contractor will have had time to analyze and make recommendations for the future operation of Headquarters Operations and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

#### 3. Organizations Involved

71)	Service Provider	WANG Government	Comicos	Tnc
(1)	Service Provider:	WANG Government	Services.	inc.

- (a) POC: Technical Manager, ESC
- (b) Location: 425 I Street, NW, Room 5120
- (c) Washington, DC 20536
- (d) (202) 616-2129
- (2) End User Organization: ADP Operations Branch
  - (a) POC Names: Ray Murray
  - (b) Telephone Number: (202) 514-2086

#### 4. Responsibilities of Service Provider (WANG Government Services, Inc.)

#### 4.1 The service provider agrees it will:

Provide production control support for INS application systems that are currently operational at the JDCs. HQ Operations Center, and other locations as required by the INS.

#### 4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

(b)(6)

- Performance measurements will begin 90 days after Task Order award.
   WANG Government Services, Inc. (WGSI) will use the 90 day period as
   follows: 30 days to conduct analyses, 30 days to document the results and
   submit to the INS for review, and 30 days to negotiate and obtain INS
   concurrence.
- 2. The initial Performance Factor review will begin on 1 April 1998. Performance factors will have both positive and negative applications.

Performance Inc Production Cons	emilives irol					
Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Calculations

#### 5. Responsibilities of the End-User Organization

 5.1 The end-user organization agrees it will provide: office space, office furniture, equipment, and supplies necessary to provide support services.

#### 6. Signatures of the Government and the Contractor's Authorized Representative

- a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: Both parties may propose an out-of-cycle review.

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

Day Mune, 12/9/97 Immigration & Naturalization Service End User Representative	
Service Provider Contract Representative Signature  (b)(6)  Service Provider Contract Representative Signature	



Contract No.: COW-7-C-0013 Task Order No.: FOS98-004

#### INS FOS

# Task Order 4 -- Headquarters' Operations PRICE SUMMARY

Labor Category	FTE's	Hours	Rate			Tota
Technical Manager	1	1,880			s	
Systems Analyst	8 55	16,074			\$	1
Senior Systems Analyst	1 65	3,102			Š	
Systems Programmer	2	3.760	1 1		Š	1
Lead Computer Operator	9 2	17,296			š	1
	ů.	17,250			į	1
	ő	_	ő		š	
	0	-	Ö		\$	
Total Labor Summary		10 440	<u> </u>		•	]
Total Labor Stringary	22.4	42,112	<u> </u>	-	\$	-
Labor Categories for Overtime	e (	OT Hours	OT Rate	_		Tota
Technical Manager		56			\$	
Systems Analyst		482	1 1		\$	
Senior Systems Analyst		93	1 1		\$	
Systems Programmer		113			\$	i
Lead Computer Operator		519			\$	
	D D	0	Ö		Š	
1	0	ō	ō		š	
	0	ō	ő		š	1
Total Labor Summary	0					
		1,263	·		\$	
Travel Summary *						Tota
CONUS					\$	
Local Travel (INS Directed)					\$	
Total Travel Summary					\$	-
			·-			
Other Direct Costs*						Tota
Pagers					s	
Federal Express expenses					\$	
Training Class					\$	l l
Courier					• \$	i
Parking expenses					\$	
Miscellaneous Items					š	
Total Other Direct Costs	·		<del></del>		<u> </u>	
14001 011001 01001				<del> </del>	<u>\$</u>	
Material Summary						Tot
Office Supplies					\$	-
Total Material Summary					_ \$	

\* Note: Travel and Other Direct Costs are estimates only. All costs will be invoiced at actual cost.

December 1, 1997

Task Order No.: FOS96-004

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Task Order 4 -- Headquarters' Operations
Subtask 1-0 Information Technology Support Services for Headquarters' Operations

	Labor Category	FTE's	Hours	Rate	•	Total
02	Technical Manager	1	1,880		,	
38	Systems Analyst	0	-	0	•	
07	Senior Systems Analyst	0		0	5	
<b>)</b> 9	Systems Programmer	0	-	0	\$	
23	Lead Computer Operator	D		0	4	
)		o		ō	Š	<u>-</u>
)		Ö		ō		
ì		Ö	-	Ö		
	Total Labor Summary	1	1,850			
	Labor Categories for Over	time	OT Hours	OT Rate		Total
2AA	Technical Manager		56		] _	
3AA	Systems Analyst		0	Ö		
'AA	Senior Systems Analyst		ő	ō		
	Systems Programmer		0	Ö	3	
IAA	Lead Computer Operator		0	ő	•	
,,,,	cead Computer Operator	^	0	Ö	-	
		0		_	•	
		0	0	0		
		0	o	O	4	•
	Total Labor Summary for C	)vertime	56			
	Travel Summary				•	Total
12	CONUS					
12	Local Travel (INS Directed)					
						_
	Other Direct Costs					Total
	Pagers					
0	90.0					
0	Federal Express expenses					j
0 0	Federal Express expenses Training Class					
0 0 0	Federal Express expenses Training Class Courier					
0 0 0	Federal Express expenses Training Class					
0 0 0	Federal Express expenses Training Class Courier					
0 0 0	Federal Express expenses Training Class Courier Parking expenses					
0 0 0	Federal Express expenses Training Class Courier Parking expenses Miscellaneous items			·····		Total
0000	Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items Total Other Direct Costs					Total
0000	Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary				•	Total

Contract No.: COW-7-C-0013 Task Order No.: FO\$98-004

### Task Order 4 - Headquarters' Operations Subtask 1-1 Computer Operations Support

Labor Category	FTC:-					
	FTE's	Hours	Rate			Tota
Technical Manager	C	) .	oʻ			
Systems Analyst	Ġ		ō		\$	•
Senior Systems Analyst	0.26	5 470			\$	
Systems Programmer	(		┖╦┷┙		\$	
ead Computer Operator	5.2				•	<del>-</del>
•	0	-,,,,	<u> </u>			
	0	-	ă		Š	
	0	_	ā		š	-
7-4-11-1						-
Total Labor Summary	5.44	10,246	···		\$	
Labor Categories for Ove	rtime	ervolt TO	OT Rate		•	. Total
Technical Manager		0	0	_	\$	_
Systems Analyst		0	O O	*	š	
Senior Systems Analyst		14			\$	
Systems Programmer		0	<del></del>		\$	
Lead Computer Operator		293			•	
	0	0	<u> </u>		š	
	0	Ó	0		•	-
	0	ō	ō		į	-
<del></del>					•	
Total Labor Summary for	OT	307			\$	1
Travel Summary				P see		Total
CONUS						
		•			\$	•
		•			\$ \$	•
Local Travel (INS Directed)						-
Local Travel (INS Oirected)					\$ 	
Local Travel (INS Directed)  Total Travel  Other Direct Costs					\$ \$	
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers					\$ \$	
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers Federal Express expenses					\$ \$	
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers Federal Express expenses  Training Class					\$ \$	
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers Federal Express expenses Training Class Courier					\$ \$ \$ \$ \$ \$	
CONUS Local Travel (INS Directed) Total Travel  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items					\$ \$	Price
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses					\$ \$ \$ \$ \$ \$ \$	
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers  Federal Express expenses  Training Class  Courier  Parking expenses  Miscellaneous Items  Total Other Direct Costs					\$ \$ \$ \$ \$ \$ \$	
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items					\$ \$ \$ \$ \$ \$ \$	Price
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers  Federal Express expenses  Training Class  Courier  Parking expenses  Miscellaneous Items  Total Other Direct Costs					\$ \$ \$ \$ \$ \$ \$ \$	Price
Local Travel (INS Directed)  Total Travel  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary					\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Price

December 1, 1997

ATTACHNENT 3



Contract No.: COW-7-C-0013 Task Order No.: FOS98-004

## Task Order 4 -- Headquarters' Operations Subtask 1-2 Production Control Support

Fechrical Manager Systems Analyst Senior Systems Analyst O75 1,410 Systems Analyst O75 1,410 Systems Programmer O					• •	
Systems Analyst 4 2 7,896 Senior Systems Analyst 0.75 1,410 Systems Programmer 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Labor Category	FTE's	Hours	Rate		Total
Systems Analyst 4.2 7,896 Senior Systems Analyst 0.75 1,410 Systems Programmer 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0	Technical Manager	0	-			
Senior Systems Analyst Labor Computer Operator Laad Computer Operator Laad Computer Operator Labor Summary Laad Computer Operator  O - 0  O - 0  S - 0  Cotal Labor Summary Laad Computer Operator  O THours  OT Rate  Total Labor Categories for Overtime  OT Hours  OT Rate  Total Labor Categories for Overtime  OT Hours  OT Rate  Total Labor Systems Analyst  Systems Operator  113  O 0 0 0 5  Computer Operator  113  O 0 0 0 5  Cotal Labor Summary for Overtime  Total  CONUS  Local Travel (INS Oirected)  Other Direct Costs  Total  Total Other Direct Costs  Material Summary  Total  Total Other Direct Costs  Total  Total Other Direct Costs  Total  Total Material Summary  Total Material Summary  Total Material Summary	Systems Analyst	4.2	7,896			Š
Systems Programmer  O - 0  O - 0  Cotal Labor Summary  6.95 13,066  Labor Categories for Overtime  OT Hours  OT Rate  Total  Technical Manager  Systems Analyst  Systems Analyst  Systems Programmer  Lead Computer Operator  10  0 0 0 0  113  13  14  15  16  17  18  18  18  18  18  18  18  18  18	Senior Systems Analyst	0.75	1,410			š l
Labor Summary 8.95 13,066 \$  Control Labor Summary 8.95 13,066 \$  Labor Categories for Overtime OT Hours OT Rate Total  Fechnical Manager 0 0 0 5 Systems Analyst 237 \$ Systems Analyst 42 5 Systems Programmer 0 5 Lead Computer Operator 1113 0 5 Computer Operator 113 0 5 Computer Operator 113 0 7 Control Labor Summary for Overtime 392 \$  Total Labor Summary Total  Conus  C	Systems Programmer	0	•	<u> </u>		
Fotal Labor Summary  6.95 13,066  Labor Categories for Overtime  OT Hours  OT Rate  Total  Technical Manager  Systems Analyst  Serior Systems Analyst  Systems Programmer  Lead Computer Operator  113  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Lead Computer Operator	2	3,760			i T
Total Labor Summary  6.95 13,066  Labor Categories for Overtime OT Hours OT Rate Total  Fechnical Manager  Systems Analyst  Semior Systems Analyst  Semior Systems Analyst  Semior Systems Analyst  Systems Programmer  Lead Computer Operator  113  0 0 0 0 0  10  10  10  10  10  10  10		0	-	Ö		ليبا ي
Total Labor Summary 6.95 13,066 S  Labor Categories for Overtime OT Hours OT Rate Total Technical Manager 0 0 5 Systems Analyst 237 Senior Systems Analyst 42 S Senior Systems Analyst 42 S Systems Programmer 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		0	-	۵		
Labor Categories for Overtime OT Hours OT Rate Total  Technical Manager 0 0 0 5 Systems Analyst 237 5 Senior Systems Analyst 42 5 Systems Programmer 0 5 Lead Computer Operator 1113 5 0 0 0 0 5 0 0 0 0 5 0 0 0 0 5  Total Labor Summary for Overtime 392 5  Total Conus Local Travel (INS Directed) 7  Other Direct Costs 7  Total Other Direct Costs 7  Total Other Direct Costs 7  Miscellaneous Items 7  Total Other Direct Costs 7  Material Summary 7  Total Other Direct Costs 7  Tota		0		O O		
Technical Manager Systems Analyst Senior Systems Analyst Systems Programmer Lead Computer Operator 113 13 142 153 154 154 155 155 155 155 155 155 155 155	Total Labor Summary	6.95	13,066			\$
Systems Analyst 237 Senior Systems Analyst 42 Systems Programmer Sead Computer Operator 113 Senior Systems Programmer Sead Computer Operator 113 Senior Systems Programmer Systems Programmer Systems Programmer Sead Computer Operator 113 Senior Systems Programmer Sead Computer Operator 113 Senior Systems Programmer Sead Computer Operator 113 Senior Systems Programmer Sead Computer Systems Systems Sead Senior Systems Systems Sead Senior Systems Systems Senior Systems Systems Senior Systems Systems Systems Senior Systems Sys	abor Categories for Ove	rtime (	OT Hours	OT Rate		Total
Systems Analyst Systems Analyst Systems Programmer Lead Computer Operator  113  0 0 0 0  0 0 0 0  10 0 0 0  10 0 0 0  10 0 0 0  10 0 0 0  10 0 0 0	Technical Manager		o	<u> </u>		s -
Senior Systems Analyst Systems Programmer Cead Computer Operator Computer Summary Computer Summary Computer Summary Computer Summary Computer Operator Compu			237			
Systems Programmer Lead Computer Operator  113  0 0 0 0  0 0 0 0  Total Labor Summary for Overtime  392  STravel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Counser Parking expenses Miscellaneous items  Total Other Direct Costs  Material Summary  Total  Office Supplies  Total Material Summary				1		
Lead Computer Operator  113 0 0 0 0 5 0 0 0 0 5 0 0 0 0 5 0 0 0 0 5 0 0 0 0				<u> </u>		
O O O O O O O O O O O O O O O O O O O						
O O O O S  Total Labor Summary for Overtime 392  Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Total  Office Supplies  Total Material Summary	zama sampater operator	n				
Total Labor Summary for Overtime 392  Travel Summary  CONUS  Local Travel (INS Directed)  Other Direct Costs  Total  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous items  Total Other Direct Costs  Material Summary  Total  Office Supplies  Total Material Summary						
Total Labor Summary  Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Total  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Total Other Direct Costs  Total Other Direct Costs  Total Other Direct Costs						
Total CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Counter Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary		U	U	U		\$ -
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary	Total Labor Summary for	Overtime	392			\$
Other Direct Costs  Pagers Federal Express expenses Training Class Courser Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Total Material Summary	Travel Summary					Total
Other Direct Costs  Pagers Federal Express expenses Training Class Courser Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Total Material Summary	CONUS					
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary						-
Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary						-
Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary				·		
Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Total Office Supplies	Other Direct Costs					Total
Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Total Office Supplies	Paners		<b></b>			
Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Total Office Supplies						-
Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary						•
Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary	Courier					- -
Total Other Direct Costs  Material Summary  Office Supplies  Total Material Summary	Parking expenses					<del> </del>
Material Summary  Office Supplies  Total Material Summary	Miscellaneous Items					<u></u>
Office Supplies	Total Other Direct Costs					
Office Supplies						
Total Material Summary .	Material Summary					Total
	Office Supplies					•
Total Sub-Task 1-2 7 13.458 470 700	Total Material Summary					·
	Total Sub-Task 1-2	7	13,458	<del>"-</del>	<del>.</del>	479,700



Contract No.: COW-7-C-0013 Task Order No.: FO598-004

### Task Order 4 — Headquarters' Operations Subtask 1-3 Magnetic Media Library Management and Control

Labor Category	FTE's	Hours	Rate	
Technical Manager	0	•	۵	\$
Systems Analyst	0	-		š
Senior Systems Analyst	0.05	94		· · · · · · · · · · · · · · · · · · ·
Systems Programmer	0.2	376		š
Lead Computer Operator	۵	-	0	; <b>L</b>
	0		0	\$
	0	-	0	Š
	0	-	Ö	į
Total Labor Summary	0.25	470		
Labor Categories for Overt	ime C	T Hours	OT Rate	
Technical Manager				
		0	<u> </u>	\$
Systems Analyst		0	<u> </u>	\$
Serior Systems Analyst		3		\$
Systems Programmer		- 11		\$
Lead Computer Operator		0	Ç	\$
	٥	0	0	\$
	0	0	ō	š
	0	0	ŏ	\$
Total Labor Summary for C				
·	/Ver unie	14		\$
Travel Summary				
CONUS				\$
Local Travel (INS Directed)				Š
		· · · · · · · · · · · · · · · · · · ·	·	
Other Direct Costs				
Pagers				\$
Federal Express expenses				š
Training Class				\$
Courier				\$ _
Parking expenses				į
Miscellaneous items				š
Total Other Direct Costs				\$
Material Summary				•
-				
Office Supplies				\$
-				

December 1, 1997



Contract No.: COW-7-C-0013 Task Order No.: FOS98-004

## Task Order 4 — Headquarters' Operations Subtask 1-4 Direct Access Storage Device (DASD) Management and Control

Labor Category	FTE's	Hours				
Technical Manager	٥	-			\$	,
Systems Analyst	0.35	658			\$	
Senior Systems Analyst	0	-			\$	_
Systems Programmer	1.8	3,384	<u> </u>		\$	
Lead Computer Operator	Ó	-	0		•	
	0	-	0		į	
	0	-	0		i	
	0		Ō		4	
Total Labor Summary	2.15	4,042	<u> </u>	<del></del>		
Labor Categories for Over	time C	OT Hours	OT Rate			<b>_</b> _
Technical Manager		0	<u> </u>	_	•	i
Systems Analyst		20		_	\$	•
Senior Systems Analyst		Q	<del></del>			
Systems Programmer		102			ì	
Lead Computer Operator		0	<u> </u>			
. ,	0	0	ō		į	
	Ö	ũ	ō			
	0	0	ů		1	
	v	U	u		1	•
-	Overtime	122				<u> </u>
Total Labor Summary for of Travel Summary  CONUS Local Travel (INS Directed)	Overtime	122			- !	<u> </u>
Travel Summary CONUS Local Travel (INS Directed)	Overtime	122			- !	<u> </u>
Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs	Overtime	122			- !	<u> </u>
Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers	Overtime	122			- !	<b>1</b>
Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses	Overtime	122			- !	•
Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class	Overtime	122			- !	
Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Couner	Overtime	122			- !	
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses	Overtime	122			- !	
Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Couner	Overtime	122			- !	
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses	Overtime	122			-	
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Couner Parking expenses Miscellaneous items	Overtime	122				
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Couner Parking expenses Miscellaneous Items  Total Other Direct Costs	Overtime	122				
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary	Overtime	122				
CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies		122				

December 1, 1997



Contract No.: COW-7-C-0013 Task Order No.: FOS98-004

### Task Order 4 — Headquarters' Operations Subtask 1-5 Capacity Planning

Labor Category	FTE's	Hours	Rate		Tot
Technical Manager	Ò	-		\$	_ •
Systems Analyst	0.5	940		\$	
Senior Systems Analyst	0.5	940		Š	
Systems Programmer	a	-	<u> </u>	\$	
Lead Computer Operator	O	-	0	\$	-
	0	-	0	5	-
	0	-	0	\$	-
	0	-	0	\$	-
Total Labor Summary	1	1,880			
Labor Categories for Overti	me C	OT Hours	OT Rate		Tota
Technical Manager		o	0	;	_
Systems Analyst		28		\$	
Senior Systems Analyst		28		Š	
Systems Programmer		0	0	Š	
Lead Computer Operator		0	0	Ī	
, ,	0	0	0		
	Ō	ū	0		
	o o	٥	ő	•	-
Total Labor Summary for O	vertime	56		<del></del> ;	
Travel Summary					Tot
-					100
				:	
CONUS Local Travel (INS Directed)					· -
Local Travel (INS Directed)					
Local Travel (INS Directed)  Other Direct Costs					Tat
Local Travel (INS Directed)  Other Direct Costs  Pagers					Tat
Other Direct Costs Pagers Federal Express expenses					Tat
Local Travel (INS Directed)  Other Direct Costs  Pagers					Tat
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses					Tot
Other Direct Costs Pagers Federal Express expenses Training Class Courier					Tot
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses					Tot
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items					Tol
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs					Tof
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary Office Supplies					Tot
Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary					Tot

December 1 1997

ATTACHHENT 3

Contract No.: COW-7-C-0013 Task Order No.: FOS98-004

## Task Order 4 -- Headquarters' Operations Subtask 1-8 Contingency Planning

	Labor Category	FTE	E'#	Hours	Rate				Tota
	Technical Manager		o	_	. 0				
	Systems Analyst		1	1,680					
	Senior Systems Analyst	C	).i	188				\$	
	Systems Programmer	•	0	-	ليبا			\$	
	Lead Computer Operator		ŏ	_	0			\$	
	, .,	۵	•	-	0			\$	_
		ō		_	0			\$	-
		ŏ		-	0			\$	-
				-	U			\$	-
	Total Labor Summary	1	.1	2,068				\$	
	Labor Catagories for Over	rtime	01	Hours	OT Rate				Total
	Technical Manager			o	•				•
	Systems Analyst			56				\$	
	Senior Systems Analyst					-		\$	
	Systems Programmer			6				\$	
	Lead Computer Operator			٥	O			\$	
	Computer Operator	_		0	0			\$	•
		0		0	0			Š	-
		0		Ð	0			•	•
		O		0	0			\$	•
								•	-
			_						
	Total Labor Summary for C	Overtime		82			<del></del> -	\$	_
	Travel Summary	Overtime	)	62			~ *.	\$	Total
		Overtime		82			**	\$	Total
	Travel Summary	Overtime		82			7.	\$	Total
	Travel Summary	Overtime		82					Total
	Travel Summary	Overtime		62				\$	Total
	Travel Summary	Overtime		62				\$	:
	Travel Summary  CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers	Overtime		62				\$	Total
	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses	Overtime		62				\$	-
	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses	Overtime		62				\$	-
	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier	Overtime		62				\$	-
	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses	Overtime		62				\$	-
	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses	Overtime		62				\$	-
	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Pärking expenses Miscellaneous Items	Overtime		62				\$	:
ĺ	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses	Overtime		62				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	:
ĺ	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Pärking expenses Miscellaneous Items	Overtime		62				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	:
ĺ	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Pärking expenses Miscellaneous Items	Overtime		62				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Total
ĺ	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs	Overtime		62				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	-
ĺ	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs  Material Summary  Office Supplies	Overtime		62				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Total
ĺ	CONUS Local Travel (INS Directed)  Other Direct Costs  Pagers Federal Express expenses Training Class Courier Parking expenses Miscellaneous Items  Total Other Direct Costs	Overtime		62				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Total

December 1, 1997

ATTACHMENT?



Contract No.: COW-7-C-0013 Task Order No.: FOS98-004

## Task Order 4 -- Headquarters' Operations Subtask 1-7 Documentation

			-7 Documentation		
Labor Gategory	FTE's	Hours	Rate		
Technical Manager	•				Ϋ́ο
Systems Analyst	0	•	<del></del>	\$	
Senior Systems Analyst	0.5	940	<b></b>	\$	
Systems Programmer	0	-	0 -	š	
Lead Computer Operator	0	•	0	Š	•
—— compose Obersto:	٥	-	0	•	•
	0	-	0	•	•
	0	-	0	š	•
	0	-	0		-
Total Labor Summary	0.5	940	·		<u> </u>
Labor Gategories for Over	rtime o	T Hours	OT Rate	5	ᆫ
			O) Kate		Tot
Technical Manager		0	0		
Systems Analyst		28		\$	
Senior Systems Analyst		0	<b></b>	\$	_
Systems Programmer			<del></del>	\$	<u> </u>
Lead Computer Operator		0	0	\$	_
The second	0	0	0	ŝ	_
		0	0	\$	_
	0	0	0	\$	•
	0	0	٥	š	-
Total Labor Summary for (	Out -40			•	
	2 of Dilia	28		\$	
Travel Summary					Tota
CONUS					
Local Travel (INS Directed)				\$	-
<del></del>				*	-
Other Direct Costs					
agers		4			Tota
ederal Express expenses				\$	_
raining Class				š	_
Courier				\$	-
				· · · · · · · · · · · · · · · · · · ·	-
arking expenses				2	
<sup>v</sup> arking expenses discellansous Items			;	\$ \$	
discellansous Items	_		;	\$ \$ \$	
Miscellaneous Items			:	\$ \$	
discellansous Items			:	\$	
discollaneous Items Total Other Direct Costs			:	\$ \$	
Material Summary			:	\$	Total
Material Summary  Office Supplies			:	\$	Total
Parking expenses Miscellaneous Items Total Other Direct Costs Material Summary Office Supplies Total Material Summary Total Sub-Task 1-7		868	:	\$	Total

December 1, 1997

ATTACHMENT X

		Tasi S	k Ori	der 4 : ik 1-9 S	Headquarters' Operation ystems Security Support	ıs	i k
CLIN	Labor Category	FTE		Hours	Rate		
3002 3008 3007 3009 3023 0 0	Technical Manager Systems Analyst Senior Systems Analyst Systems Programmer Lead Computer Operator	D <b>0</b>	0 2 0 0 2	3,760 3,760	0	\$ \$ \$ \$	Total
Ū	Total Labor Summary	0	<del>, _</del>	-	D	;	· · · · · ·
	Labor Categories for Overti	ime	4 OT	7,520 Hours	OT Rate	\$	£ ]
002AA	Technical Manager						Total
008AA	Systems Analyst			0		\$	. •
007AA	Senior Systems Analyst			113	ــا -	\$	
009AA	Systems Programmer			0	0	\$	
023AA	Lead Computer Operator			113	0	\$	
0		0		0	<b></b>	\$	
0		0		Ö	0	<b>\$</b>	-
0		O		ō	a	\$	•
	Total Labor Summary for Ov	ertime		226		\$ \$	
	Travel Summary						
4002	CONUS					•	Total
4002	Local Travel (INS Directed)					\$ \$	-
	Other Direct Costs	<del>_</del> .					
						<b>.</b>	Total
4000	Pagers						
4000 4000	Federal Express expenses Training Class					\$	-
4000	Counter					š	-
4000	Parking expenses					*	
4000	Miscellaneous items					\$	
	Total Other Direct Costs		<u> </u>				
	Material Summary						Total
4001	Office Supplies					S	
[	Total Material Summary				·		_ <del>_</del>
-	Total Sub-Task 1-9	4	7.7	40			
=		4	7,7	70			43,661
						-	<del></del>

	)———		T. :				
AMENDMENT OF SOLICITATION	/MODIFICATION O	F CONTRACT	1. ciR	ACT ID CODE		PAGE C	F PAGES
2. AMEMDMENT/MODIFICATION NO. 000011	3 EFFECTIVE DATE	4. REQUISITION/PURCHASE RE	Q, NO.		5. PROJECT NO	). 2/ applicable	<del></del>
9. ISSUED BY CODE	09/28/98 HOPRO	DSD-8-00402	<u> </u>				
Immigration & Naturalization		7. ADMINISTERED BY (If other th	an flom 5)		CODE	HOPP	.0
Headquarters Procurement		Immigration & Headquarters P	Natura	llizatio	n Svc		
425 I Street, N.W., Room 2208		425 I Street,	N W	ment Di	V.		
Washington, D.C. 20536		Washington, D.	r.w.,	ROOM 22 1536	Ua		
·		""".	C. 20	,,,,,,			
B. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State	e and 2IP Code) TIN:	411571110	PQ PA.	AMENITALENT	OF SOLICITATION	VIII.	
WANG GOVERNMENT SERV	ICES, INC		<del>  • • • • • • • • • • • • • • • • • •</del>	THE HEALTH C		N NO.	
7900 WESTPARK DRIVE			98.	DATED (SEE IT.	EM 11)		
SUITE 1105			104	A. MODIFICATIO	N OF CONTRAC	T/ORDER NO.	
MCLEAN, VA 22102-4299	3		C	:OW-7-C-	0013		
Language Comment			X C	:OW-8-P-	0219		
Attn: (b)(	(13						
CODE	<del></del>	<u> </u>		B. DATED (SEE /			
	FACILITY CODE			3/10/98			
11. THIS I	TEM ONLY APPLIES	TO AMENDMENTS OF	FSOLIC	<b>ITATIONS</b>			
The above numbered solicitation is amended as	set forth in Item 14. The	Hour and date specified for	receipt of	Offers [	] is extende	id, 🔲 🗓	s not
Offers must acknowledge receipt of this amendment (a) By completing items 8 and 15, and returning	I prior to the hour and de	ate specified in the solicitation ment; (b) By acknowledging:	ms as 10 ft	rended, by o	ne of the fol	lowing met	extended. hods:
submitted; or (c) By separate letter or telegram which ACKNOWLEDGMENT TO BE RECEIVED AT THE PL RESULT IN REJECTION OF YOUR OFFER. If by virit telegram or letter, provided each telegram or letter is specified.	MCE DESIGNATED FOR I	HE RECEIPT OF OFFERS PI	RIOR TO T	HE HOUR A	ND DATE SF	'ECIFIED M	
				Not	Channa		
13 THIS	ITEM APPLIES ONL	Y TO MODIFICATIONS	OF COL	ITBAGTA	Change		\$0.00
IT MC	DIFIES THE CONTR	RACT/ORDER NO. AS (	OF COL	NIHACIS RED IN ITE	/ORDERS	,	
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specific CONTRACT ORDER NO. ITEM ICA.	sutherity) THE CHANGES SET	FORTH IN ITEM 14 ARE MADE IN THE		320 114 112	-IVI 14.		
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	or ran 43.103(a).	ATIVE CHANGES (auch as changes );	Paying offic	a, appropriation	date, etc.)		
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PL	IRSUANT TO AUTHORITY OF:					"	
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor X is not,	is required to sign this	document and return	<u> </u>				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by L				Copies	to the issuing	omice.	
This modification in	Creases the ohl	solicitation/contract subject matter w	hare feasible	) 22.7. 001			
\$9,517,981.00 for am	increase of \$2	200.000 00	om \$9,.	31/,981	.00 to		
		,					
(continued)							
Except as provided herein, all terms and conditions of the document	mt						
ramains unchanged and in full force and effect.	referenced in item BA or 10A, as h	neretolore changed,					
15A, NAME AND TITLE OF SIGNER (Type or print)		18A NAME AND TITLE OF CONT	RACTING OF	FICER	Туре с	or print)	
					1.4642.0	parring	
158. CONTRACTOR/OFFEROR		Robert N. Beaty					
SS. CHARGING OFFERDER	15C DATE SIGNED	168. LINETED STATES OF AMERI	CA	01		ISC. DATE SIG	NED
(Signature of person authorized to sign)	<del></del>	8Y Signeture of Conf	~	14 km		4/20	100

NSN 7540-01-102-8070 PHEVIOUS EDITION LINUSABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR \$5.243

-			<u> </u>	Tisa	IFACT ID CODE		Bros	OF BARE
	AMENDMENT OF SOLICITATION			ì			PAGE (	OF PAGES
	MEMOMENT/MODIFICATION NO.	See Block 16C	4. REQUISITION/PURCHASE RE	Q. NO.		5. PROJECT NO	D. (If applicable	al
_	SUED BY CODE	HOPRO	SID-8-00274	_				
	Immigration & Naturalization &	, –	7. ADMINISTERED BY (II other th.		•	_ CODE	HOP	RO
	Headquarters Procurement	,,,,	Immigration &					
	425 I Street, N.W., Room 2208		Headquarters P					
	Washington, D.C. 20536		425 I Street, Washington, D.			108		
•			washington, D.	٠.	20536			
8. N	AME AND ADDRESS OF CONTRACTOR (No., street, county, State	e and ZIP Code) TIN:	11571110	100	BA, AMENDMENT	OE OCH POTATIO	4445	
	WANG GOVERNMENT SERVI	•	•	144	ar remeitDMEIT	OF SOLICITATIO	M MJ.	
	7900 WESTPARK DRIVE				98. DATED (SEE II	EM 11)		
	SUITE 1105				10A. MODIFICATIO		CT/ORDER NO	).
	MCLEAN, VA 22102-4299	)		1	COW-7-C-	-0013		
				x	COW-8-P-	-0239		
		_			ĺ			
	Attn: (b)(6)	_]			10B. DATED (SEE	TEM 13)		<del></del>
COL	)E	FACILITY CODE		1	03/20/98	3		
	11. THIS (	TEM ONLY APPLIES	O AMENDMENTS OF	F <b>\$O</b>	LICITATIONS	3		
	The above numbered solicitation is amended as	sat forth in Item 14. The H	lour and data specified for	7609ic	t of Offers	la extend	ed []	is not
Off	fers must acknowledge receipt of this amendment	t prior to the hour and date	specified in the solicitation	n or a	amended, by	one of the fo	-∝. ∟ √lowing me	extended Mode:
(a)	By completing Items 8 and 15, and returning	copies of the amendme	int: (b) Pu acknowledging :	recein	e of this amount			he offer
BUI AC	bmitted; or (c) By separate letter or telegram whic	li incluidas a reterance to t	obceme and contations and	nani n	EAULI	DE OF VOLK	_	
RE	CKNOWLEDGMENT TO BE RECEIVED AT THE PLA SULT IN REJECTION OF YOUR OFFER. If by virti	NGE DESIGNATED FOR TH	E RECEIPT OF OFFERS PI	RIOR '	TO THE HOUR	AND DATE 8	PECIFIED !	MAY
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	D. OTHER (Specify type of modification and authority)							
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	shall be used during	this extension	period.					
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		<u> </u>	Robert N. Beaty	7				
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Washington, D.C. 20536	)	425 I Street,	N.W., ROOM	2208		
washington, D.C. 20336		Washington, D.	C. 20536			
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X Agreement of the parties	THE PERSON OF					
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	is required to sign this d		3 copia	s to the issuing o	office.	
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B. CONTRACTOR/DEFEROR	15C Date growth	Robert N. Beaty				
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(Signature of person authorized to sign)		ВУ				
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OPTIONAL FORM 347 (REV. 8/95) BACK

6. Signatures of the Government and the Contractor's Authorized Representative

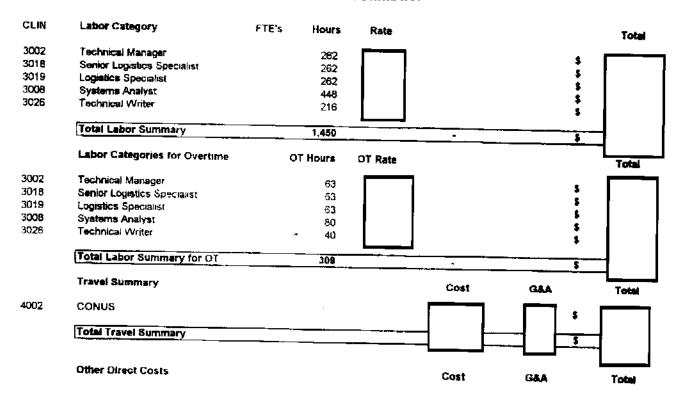
- a. The parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated/at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

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	
· · · · · · · · · · · · · · · · · · ·	
munigration & Naturalization Service End User Representative	;
Service Provider Representative Signature	
Service Provider Representative Signature	

Contract No.: COW-7-C-0013 Task Order No.: F0\$98-006

# INS FOS TASK ORDER 6 -- INVENTORY PRICE SUMMARY



Total Other Direct Costs		•	<u>-</u> \$	
Material Summary		Cost	G <b>&amp;A</b>	Total
Total Material Summary				<del></del>
Total Task Order 6 Summary	1,759	15,492	775	63,753

Contract No.: COW-7-C-0013 Task Order No.: FOS98-006

# TASK ORDER 6 Inventory Subtask 1-1 Inventory Status Report

Labor Category	FTE's	Hours	Rate				Total
Technical Manager	†	70				_	
Senior Logistics Specialist	1	70	1 1			\$ \$	
Logistics Specialist	1	70				\$	f .
Systems Analyst	7	64				\$ 5	
Technical Writer	Ť	24				\$ \$	
Total Labor Summary		298				-	
Labor Categories for Overtime	<b>o</b> T	Hours	OT Rate				Total
Technical Manager		23	<del></del>	1			
Senior Logistics Specialist		23				\$	
Logistics Specialist		23	1	l		\$	1 !
Systems Analyst			<u> </u>	J		\$	
Technical Writer		0	0 0			\$ \$	-
Fotal Labor Summary for DT		69		<del></del>			<del></del>
Travel Summary				Cost	G&A	\$	<u> </u>
CONUS					- GEA		Total
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Other Direct Costs	<u> </u>			Total Cost	G&A	8	Price
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Material Summary			-	Cost	G&A	Total Price	<b>.</b>
Total Material Summary	·				_		

367

15,492

775

Total Sub-Task Summary

30,559

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# TASK ORDER 6 Inventory Subtask 1-2 Inventory Plan

CLIN	Labor Category	FTE's	Hours	Rate				Total
3002 3018 3019 3008 3026	Technical Manager Senior Logistics Specialist Logistics Specialist Systems Analyst Technical Writer	1 1 1 2	192 192 192 384 192				\$ \$ \$ \$	
	Total Labor Summary		1,152				\$	-
	Labor Categories for Overtime	o	T Hours	OT Rate				Total
3002 3018 3019 3008 3026	Technical Manager Senior Logistics Specialist Logistics Specialist Systems Analyst Technical Writer  Total Labor Summary for Overtime		40 40 40 80 40				\$ \$ \$ \$	
	Travel Summary	<u> </u>	240		Cost	G&A		Total
						-	*	<u>-</u>
	Other Direct Costs				Cost	G&A		Total

Total Other Direct Costs			\$ 
Material Summary	Cost	G&A	Total
		-	\$ -
Total Material Summary	-		\$ 
Total Sub-Task Summary 1,39			 \$3,194

Travel Summary for the Task Order 6 - Inventory CLIN 4002 Year 1 only

Contract No.: COW-7-C-0013 Task Order No.: FOS98-006

Labor Category	From	From Destination	Month/rr	# of people	# of trips	# of	Lodoine	Der Diem	MonthYr # of people # of trips days Lodoing Per Diem Car Bental Aistern	6 infers		
Systems Analyst Wash. DC Phoenix, AZ Systems Analyst Wash, DC Los Anoeles. C.	Wash, DC Phoenix, / Wesh, DC Los Angel	Phoenix, AZ Los Angeles C	Mar-96	लाह	Ŧ	е о	Ē	, g	75	1,720		7,122
				,	_	<del>o -</del>		24	25	82	<u>.</u>	8,370
Total Travel Summary	λie	A Carponal Control of the Control of							•	-	-	16.482

## WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 6 – INVENTORY

Contract Number/Task Order Number: COW-7-C-0013/FOS98-006

#### PART I. TASK ORDER

### 3. Requirements

Task 1 - Inventory Management

Subtask 1 - Inventory Status Report. (Contract Section C.4.7) WGSI will produce the inventory status report assessing the current state of INS IT resources and describing and analyzing the AMIS system. WGSI understands that there are multiple inventories at the INS that have data on Automated Data Processing Equipment (ADPE). The official inventory system for INS is the AMIS database that maintains information on all INS assets. The ADPE information contained in the AMIS database is maintained by INS employees in the field and lacks the necessary accuracy to be of use to the Systems Integration Division (SID). The Inventory Tracking Application (ITA) inventory is an ADPE specific inventory that is generated by the TIP during site surveys and the actual deployment process. While the information in the ITA database is very accurate at the time of its creation, it is a point in time inventory and may not reflect subsequent changes. It is WGSI's understanding that there are a variety of other inventory systems developed and in use though out the field at INS. These inventory systems are maintained out in the field to support their needs, but are not readily available to the agency as a whole.

Due to the limited time to do an assessment of the INS inventory, WGSI proposes to utilize site specific data from both the AMIS and ITA databases and visit that site to compare the physical inventory to the databases. WGSI will work with the INS to select a suitable site that is of a sufficient size-to perform an assessment and discuss the necessity of expanding the review to additional sites. Critical information for this comparison will include the manufacturer, model, serial numbers, and location of equipment. The comparison will consist of surveying the installed base, comparing the installed base content with the AMIS and ITA inventories and reviewing the procedures and practices associated with maintaining these inventories. Further, any local inventory system that may be in place will also be examined to the extent practicable.

PROPOSED STAFFING: 1 Technical Manager, 1 Sr. Logistics Specialist, 1 Logistics Specialist, 2 Systems Analysts, 1 Technical Writer

STAFFING JUSTIFICATION: For a period within 11 calendar days, WGSI proposes 1 Technical Manager to oversee the development of the Inventory Status Report. Within

the same time frame, 1 Senior Logistics Specialist, 1 Logistics Specialist and 2 Systems Analysts will inspect/spot check the inventory and prepare the report with assistance from 1 Technical Writer.

Subtask 2 - Inventory Plan. (Contract Section C.4.7) WGSI will develop an inventory plan that provides recommendations and associated costs on how INS may update and maintain an accurate inventory of IT resources and how INS may use the inventory information to its best advantage. The INS asset management structure will be a consideration in any inventory plan. WGSI also recognizes the critical need of the SID to provide maintenance inventory baseline for the ADPE equipment, and the Logistics division to maintain the inventory information which is fundamental for accounting purposes. Both needs will be addressed in the Inventory Plan.

Due to the nature of INS offices being geographically dispersed, WGSI's Inventory Plan will address automated solutions to keeping the ADPE inventory up to date. A critical point for any inventory plan must take into account that inventory information directly effects the maintenance of equipment, and maintaining ADPE effects the inventory. The Inventory Plan will take into account maintenance activities, and will address automated links between the any maintenance system and the INS inventory systems, including the Help Desk trouble ticketing system. The inventory plan will also address a methodology to validating the continual accuracy of the inventory information through a quality assurance plan.

PROPOSED STAFFING: 1 Technical Manager, 1 Sr. Logistics Specialist, 1 Logistics Specialist, 2 Systems Analysts, and 1 Technical Writer

STAFFING JUSTIFICATION: For a period of 34 calendar days, WGSI proposes 1 Technical Manager to provide guidance for and oversee the development of the Inventory Plan. Within the same time frame, 1 Sr. Logistics Specialist, 1 Logistics Specialist, 2 Systems Analysts and 1 Technical Writer will prepare the plan, proposed implementation schedule, and associated resource requirements and inventory implementation costs. The staff working on Subtask 2 will be the same as on Subtask 1 as a follow-on to the inventory status report

Subtask 3 - Implement tion. (Contract Section C.4.7) WGSI, at the Government's direction, will implement the Inventory Plan as approved or amended. This plan will reflect the following end product vision:

- An accurate and reliable inventory system of field infrastructure hardware and software components will be established
- This system of records will serve as a basis to account for maintenance coverage of selected elements
- This system of records will serve as a basis to assist in the coordination of other INS related activities such as technology assessment and refreshment, and infrastructure planning.

- It will serve as a key component for a consolidated help desk database to assist
  in problem tracking, problem resolution and processing information requests.
- The inventory system of records will provide for, as a critical element, ongoing support capabilities for accurately and timely updating.

**PROPOSED STAFFING:** No personnel can be proposed until the Inventory Plan is developed and is subject to further negotiations.

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

WGSI will accomplish Subtasks 1 and 2 within 45 calendar days of the Government's request, and complete Subtask 3 according to the schedule presented in the approved Inventory Plan.

#### 5. Place of Delivery or Performance

WGSI assumed that all work under this task order would be performed on-site at the INS.

#### 6. Deliverables

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

#### 7. Security Requirements

WGSI will meet the INS security requirements.

#### 8. Other Direct Costs

WGSI expects to incur costs for long distance travel as detailed in the cost section of WGSI's response to this task order.

## PART IL. SERVICE LEVEL AGREEMENT (SLA)

- Contract Number/Tusk Order Number: COW-7-C-0013/FOS98-006
- 2. Introduction and Summary of Work Covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

WGSI RESPONSE: Subtasks 1 and 2 are 45 calendar days in duration and will start with Wang's receipt of an executed Task Order from the Government. The required deliverables associated with these subtasks will be delivered within the required time frames. As part of the Inventory Plan, WGSI will provide proposed SLAs for inventory implementation.

- 3. Organizations Involved
  - (1) Service Provider: Contractor Name
    - (a) \_\_\_\_\_\_

(b)(6)

- (b) 7900 Westpark Drive
- (c) McLean, VA 22102
- (d) (703) 827-3424
- (2) End User Organization:
  - (a) POC Names: Usha Keene
  - (b) Telephone Numbers: (202) 514-7990

# 4. Responsibilities of Service Provider (Contractor)

- 4.1 The service provider agrees it will:
  - 1. Deliver the Inventory Status Report as stated in the task order.
  - 2. Deliver the Inventory Plan as stated in the task order.

# 4.2 Performance Incentives

This SLA Task Order will include performance incentives for Subtask 3 - Implementation.

1. WGSI expects performance factors to have both positive and negative applications. As part of Wang's proposal for Subtask 3, performance incentives will be proposed and negotiated with the Government.

Performance Juccnitives							
Element Requ	icement S		Measurement Interval	Source	Performance Factor	Calculations	

- 5. Responsibilities of the End-User Organization
- 5.1 The end-user organization agrees it will:
  - 1. Provide inventory information captured in the ITA for the location(s) selected.
  - 2. Provide access to AMIS.
  - 3. Provide, as needed, hardware or software required for performance of the task

#### Signatures of the Government and the Contractor's Authorized 6. Representative

- a. The parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

parties

Service level and procedures established herein have been agreed to by represented by the undersigned.
Molab
Immigration & Naturalization Service Contracting Officer
Willi Toth
Immigration & Naturalization Service COTR
Ma fregue.
Immigration & Naturalization Service End User Representative
:
Service Provider Representative Signature  (b)(6)
Service Provider Representative Signature

_	ENDMENT OF SOLIC						
	/MODIFICATION NO.		28/98	4. REQUISITION/PURCHASE REQ SID-8-00667	, NG '	5. PROJECT NO.	(H applicable)
000006 SSUED BY		COOE BOP	<u> </u>				
	ation & Naturali			7. ADMINISTERED BY (II other than Immigration & )		CODE CODE	HOPRO
_	arters Procureme			Headquarters Pr			
_	Street, N.W., Ro			425 I Street, 1			
	gton, D.C. 2053			Washington, D.			
	•			1			
NAME AND AL	DDRESS OF CONTRACTOR (No., IN	·		411571110	(X) BA. AMENOMI	ENT OF SOLICITATION	NO.
	WANG GOVERNME	-	INC				
	7900 WESTPAR	K DRIVE			BB. DATED (SI	<u> </u>	
	SUITE 1105				1 1	ATION OF CONTRAC	T/OPDER NO.
	MCLEAN, VA 22	102-4299			1	-C-0013	
_					X COW-8-	-P-0387	
Attn:		(b)(6)	)				
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				TO AMENDMENTS OF	L. i ' '		
The above	ve numbered solicitation is			Hour and date specified for r			d F1 is not
fore must	acknowledge receipt of this	e amendment orior t	o the hour and det	riour and date specified for i by specified in the solicitation	acentini Cueta	is extende	
	pleting Items 8 and 15, and	returnico con	ies of the amenda	ent; (b) By acknowledging :	nonina adabir	by or a or the for	iowing metroda:
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CONTINUATION SHEET		3 COW-8-P-0387	000006	•	2	; <sup>α</sup>
VALUE OF ACCEDING OF CONTRACTION				<del></del>		

WANG COUPDINGPING GROVICES INC

M NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	15X8598/81SD.321S.99S.00 DECREASE \$-169,0	00,00	$\vdash$		<u> </u>
	1581217/81SD.321B.847.00 DECREASE \$- 10,0				
	,	1-1-1			
	List of Changes For Line item number 1:				
	Unit Price changed from \$1,450,000 to \$1,1	95.000			
	resulting in a decrease of \$-295,000.	]			
	The decrease applies to account/appropriat	ion:			
	15X8598/81SD.321S.17s.00				
			! [		
	List of Changes For Line item number 4:	1	] }		
	Unit Price \$236,000 is no longer applicable	_			
	resulting in a decrease of \$-236,000.	1			
	The decrease applies to account/appropriat	ion:		1	
	15x8598/81SD.321S.99S.00	70			
	List of Changes For Line item number 3:				
	Unit Price \$179,000 is no longer applicable	<u>.</u>			
	resulting in a decrease of \$-179,000.	1			
	The decrease applies to account/appropriat	ion.			
	15X8598/81SD.321S.99S.00 \$-169,000.00	10111			
	1581217/81SD.321B.847.00 \$- 10,000.00				
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	Unit Price changed from \$1,450,000.00 to \$	150 04	ا ہا	٥	
	resulting in a decrease of \$295,000.00.	4,130,00	1°.4	·u	
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	2000-00				
	This Modification Has Changed The Obligate	d 2m2	↓		
	From \$1,968,311.00 To \$1,258,311.00		1		
	For A Net Decrease of \$710,000.00				
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AMENDMENT OF SOLICITATION/	DIFICATION OF	CONTRACT	1. FRACT DICODE	PAGE OF PAGES
	S. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE	EQ. NO. 5	PROJECT VO (if applicable)
000005	See Block 16C	SID-8-00417	<b>!</b>	,,
5.ISSUFDRY CODE	HOPRO	7. ADMINISTERFO BY (If other ti		CODE HOPRO
Immigration & Naturalization S	vc	Immigration &	Naturalization	n Svc
Headquarters Procurement		Headquarters I	Procurement Div	7.
425 I Street, N.W., Room 2208		425 I Street,	N.W., ROOM 220	98
Washington, D.C. 20536		Washington, D.	.C. 20536	· <del>-</del>
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State.)	and ZIP Codet · TTN:	411571110 —	Inc. Inc. Marketin	
WANG GOVERNMENT SERVICE			(X) SA AMENDMENT OF	- SOLICITATION NO
7900 WESTPARK DRIVE	,		GB. DATED (SEE ITER	
SUITE 1105				OF CONTRACT/ORDER NO:
MCLEAN, VA 22102-4299			1 1	
, ,,,			COW-7-C-0	
			X COW-8-P-0	1387
Attn:	<del>-</del> \			
CODE (b)(6)			10B. OATED (SEE ITE	RM 13)
	TACILITY CODE		05/05/98	
	EM ONLY APPLIES	TO AMENDMENTS O	F SOLICITATIONS	
The above numbered solicitation is amended as a	et forth in Item 14. The H	four and date specified for	receipt of Offers	is extended, is not
comers must acknowledge receipt of this amendment (	prior to the hour and date	specified in the solicitation	on or as amended, by or	re of the following methods:
(a) by completing stems 8 and 15, and feturning	CODIBS Of the amendous	anti (h) Paraeleseudadai	المار والمراجع والمحاجم فيمار والمحاجم	
submitted; or (c) By separate letter or telegram which				
RESULT IN REJECTION OF YOUR OFFER. If the wirthin	of this smendment was	de RECEIPT OF OFFERS F	PHOR TO THE HOUR AN	ND DATE SPECIFIED MAY
telegram or letter, provided each telegram or letter me specified.	akes reference to the solic	vesite to change an oner itsitus and this emecome	already submitted, such	change may be made by
			are, and is received prior	to the opening hour and date
12. ACCOUNTING AND APPROPRIATION DATA (If required)			· · · · · · · · · · · · · · · · · · ·	
See Block 14			Decr	ease \$200000.00
13. THIS I	TEM APPLIES ONLY	TO MODIFICATIONS	S OF CONTRACTS	OPDERC
	JICIES (TIE CUNTRA	ACIZORDER NO AS	DESCRIBED IN ITÈ	M 14
(X) A. THIS CHANGE OPDER IS ISSUED PURSUANT TO: (Specify a CONTRACT DRIDER NO. ITEM 10A.	uthority) THE CHANGES SET FO	ORTH IN ITEM 14 ARE MADE IN TH	1E	101 1-44
THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED     SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	OREFLECT THE ADMINISTRAT	NE CHANGES (such as changes	in paying office, appropriation is	date etc.)
_^_		_		,
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PUR	SUANT TO AUTHORITY OF:		<del></del>	<del></del>
<ol> <li>Of hER (Specify type of modification and authority)</li> </ol>				
	~			æt.
E. IMPORTANT: Contractor is not K			<del></del>	
E. IMPORTANT: Contractor is not,	is required to sign this de	ocument and return	3 copies to	the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UC	F section headings, including so	dicitation/contract subject matter		
List of Changes For L	ine item number	4:	77.075 1002570.7	<u>:</u>
Unit Price changed fr	om \$350,000 to	\$235,000.		
Total Obligated Amoun	t changed from	\$350,000 to \$23	6 000	
resulting in a	decrease of S-1	14 000	0,000.	
The decrease applies	to account /appr	Obriation.		
15X8598/81SD.3218.99S	<b>4</b> 000 <b>4.10,42p</b> 1	obrigation:		
Total Amount changed		- 6336 BBB		
resulting in a	decrease of c	14 000		
<del></del>	-201040¢ Ot 9-1	,000,		
(continued)				
Except as provided herein, all lerms and contritions of the document rel	Presided in Park SA 404			
remains unchanged and in full force and offer	CHARGE IN COM SALOR LOS SE US	retorare changed,		
15A, NAME AND TITLE OF SIGNER (Type or point)		16A NAME AND TITLE OF COA	ITRACTING OFFICE	
			··· +-OTHER OF TEER	(Type or print)
		Robert N. Beat	v	
150. CONTRACTOR/OFFEROR	15C. DATE SIGNED	188 UNITED STATES OF AME		
			77 1 1/2	18C DATE SIGNED
(Signature of person authorized to sign)	<del></del>	gv College of Scott	(3/	
NSN 7540-01-152-8070		(Signature of Cor	unacting Off cert)	42778

PHEVIOUS EDITION UNUSABLE

STANDARD FORM 30 (RI Prescribed by GBA, FAR (48 CFR) 53,24

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	REF. NO. OF DOC. BF ONTO.						
	TION SHEET COW-7-C-0013 COW-8-P-0387 00	0005				PAGF C	÷ 2
	RNMENT SERVICES, INC						
HEMM,	SUPPLIES/SERVICES	QUANTITY	UNIT	JN/T PRICE	T	AMOUNT	·
	List of Changes For Line item number 3: Unit Price changed from \$255,000 to \$179,0 Total Obligated Amount changed from \$265,0 resulting in a decrease of \$-86,000. The decrease applies to account/appropriat 15X8598/81SD.321B.847.00 decrease of \$-14 15X8598/81SD.321S.178.00 decrease of \$-77 Total Amount changed from \$265,000 to \$179 resulting in a decrease of \$-86,000. This Modification Has Changed The Obligate From \$2,168,311.00 To \$1,968,311.00 For A Net Decrease of \$200,000.00	on: 000.00 000.00	179				
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Beadquarters Procurement Div.			<b>—</b> ** - · · -			COCE	HQE	'RO	
### A ST Street, N.W., ROOM 2208  ### Washington, D.C. 20536  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 20538  ### Washington, D.C. 205	-		SYC				<u> </u>		
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NCLEAN, VA 22102-4299    COW-7-C-0013   COW-8-P-0387   COW-8-P-038		SUITE 1105				<u> </u>	T/OBOER N	<u></u>	
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AMENDMENT OF SOLICITATION	JDIFICATION OF	CONTRACT	TRACT ID CODE		PAGE OF	PAGES 2
2. AMEMOMENT/MODIFICATION NO.	FECTIVE DATE	4. REQUISITION/PURCHASE	REQ. NO.	5. PROJECT NO	). (Happlicable)	<del>.</del>
000003	J8/01/98	SID-8-00417				
6 ISSUED BY CODE	HOPRO	7. ADMINISTERED BY (if other	than Rem B)	CODE	HQPRO	<del>,                                     </del>
Immigration & Naturalization &	Svc	Immigration &	Naturalizati	on Svc	L	
Headquarters Procurement		Headquarters	Procurement D	iv.		
425 I Street, N.W., Room 2208		425 I Street,	, N.W., ROOM 2	20B		
Washington, D.C. 20536		Washington, I	D.C. 20536			
8 NAME AND ADDRESS OF CONTRACTOR (No., street, county, Stat	te and ZIP Code) TIN:	411571110	(X) SA AMENOMENT	OF SOLICITATION	N NO.	
WANG GOVERNMENT SERV	ICES, INC		<u> </u>			
7900 WESTPARK DRIVE			96. DATED (SEE	TEM 11)		
SUITE 1105			10A MODIFICAT	ON OF CONTRACT	T/OFICER NO.	
MCLEAN, VA 22102-4299	9		COW-7-C	-0013		
			X COW-8-P	-0387		
	_					
Attn: (b)(6)	)		109. DATED (SEE	(TEM 13)		
CODE	FACILITY CODE	<del></del>	05/05/9	•		
11. THIS	ITEM ONLY APPLIES	TO AMENIDMENTS				
						no*
The above numbared solicitation is amended as Offers must acknowledge receipt of this amendmen	t prior to the bow and idea	mour and date specified !	or receipt of Offers	is extende	9G. II.	not klended.
<ul> <li>(a) By completing items 8 and 15, and returning submitted; or (c) By separate letter or telegram which</li> </ul>	copies of the amenum	terit; (b) By acknowledgir	ig receipt of this amend	iment on each	copy of the	offer
ACKNOWLEDGMENT TO BE RECEIVED AT THE PL	ACE DESIGNATED FOR T	HE RECEIPT OF OFFERS	gment numbers. FAIL! PRIOR TO THE HOUR	JRE OF YOUR	( SECICIED M	A.V
RESULT IN REJECTION OF YOUR OFFER. If by viri	tue of this amendment you	I desire to change an offe	or already submitted su	ich change me	ev he made l	hu
telegram or letter, provided each telegram or letter r	makes reference to the soi	icitation and this amendo	nent, and is received pr	ior to the ope	ning hour an	d date
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2. ACCOUNTING AND APPHOPHIATION DATA (IT regulated) 5X8598/81SD.321S.99S.00				_		
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13. THIS	ITEM APPLIES ONLY	Y TO MODIFICATION	IS OF CONTRACT:	S/ORDERS	),	
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B THE ABOVE NUMBERSED CONTRACT/ORDER IS MODIFIE X SET FORTH IN ITEM 14, PLRS.JANT TO THE AUTHORITY	ED TO REFLECT THE ADMINISTRA OF FARIAGE 103(b)	ATIVE CHANGES (such as change	is in paying office, appropriate	on date, etc.)		
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C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PL	URSUANT TO AUTHORITY OF:					
D OTHER D. A. J. M. C. C. C. C. C. C. C. C. C. C. C. C. C.						
D. OTHER (Specify type of modification and authority)						
<u> </u>						
E. IMPORTANT: Contractor X is not,	is required to sign this c	document and return	conie	s to the issuing	o office	
				3 to the 1990(1)	g office.	
4. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by	UCF section headings, including t	colicitation/comract subject matter	er where feasible.)			
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From \$1,818,311.00 t	to \$2,168,311.00	for a net incr	ease of \$350,	000.00		
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Except as provided herein, all terms and conditions of the document	referenced in thim 9A or 10A, as h	eretorore changed,				
emains unchanged and in full force and effect.					_	
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A DOUGHOUSE MOST AND A DOUGHOUSE AND A DOUGHOU		Robert N. Bea	<u> </u>			
15B. CONTRACTOR/OFFEROR	ISC. DATE SIGNED	16B. UNITED STATES OF AN	IERICA /		16C. DATE SIG	NED
		8Y // A//	NIG		1 1	/
(Signature of person authorized to sign)		<u> </u>	Contracting Officer)		V.1/	▶.
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Immigration & Naturalization &	8VC			_		
Headquarters Procurement						
425 I Street, N.W., Room 2208						
Washington, D.C. 20536						
NAME AND ADDRESS OF CONTRACTOR (No., street, county, States, County, County, States, County, C		411571110	(X) BA. AMENOMEN	IT OF SOUCITATION	NO.	
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# WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 8 – NETWORK CONTROL CENTER MANAGEMENT

Contract Number/Task Order Number: COW-7-C-0013/FOS98-008

#### PART I. TASK ORDER

#### 3. Requirements

Task 1 - Network Control Center Management. (Contract Section C.4.1.2) Wang Government Services, Inc. (WGSI) 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 Technical Manager and 1 Secretary

STAFFING JUSTIFICATION: WGSI proposes that 1 Technical Manager have overall responsibility for Network Control Center operations. WGSI proposes 1 Secretary for the period June 1998 through September 1998 for database entry and administrative support as on approximately 1 June 1998 WGSI will be assuming responsibility for the router configuration/support group.

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

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. Additionally, this individual will be a member of the "Differential Emergency Performance Assessment and Resolution" Team (DEPART). The DEPART unit will be used by the Communications Group to investigate any communications problems in the INS Intranetwork; both in the communications field alone or in conjunction with Application Support and/or Hardware Support to determine the cause any "end-to-end" communication problems, and present several solutions for consideration by INS management to resolve these problems. 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.

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

1 April 2, 1998

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. The Senior Telecommunications Specialist will also be a member of the DEPART.

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

**PROPOSED STAFFING: .5** Database Administrator, 1 Senior Telecommunications Specialist and 1 System/Network Administrator

STAFFING JUSTIFICATION: One part-time Database Administrator is essential to the development of tools required to support this task (e.g., the Remedy System and other monitoring tools referenced in this task). The Senior Telecommunications Specialist is necessary to serve as a point of contact for the Help Desk and to provide technical interface with third party network providers. The Senior Telecommunications Specialist will also be a member of the DEPART. WGSI proposes 1 System/Network Administrator to generate network-wide and component-specific ad hoc reports and queries as requested by the INS.

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. WGSI will also assist in router configuration and staging, troubleshooting, as well as generate network-wide or component specific ad-hoc performance monitoring reports.

**PROPOSED STAFFING:** 9 Telecommunications Specialists

STAFFING JUSTIFICATION: WGSI proposes 9 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 Telecommunications Specialists will be needed to support this around-the-clock

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

operational coverage required by the INS. In addition, these personnel will support other subtasks under this task order as the need arises.

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

The period of performance for this task order is from October 1, 1997 through September 30, 1998.

#### 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).

#### 6. Deliverables

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

# 7. Security Requirements

WGSI will meet the INS security requirements.

#### 8. Other Direct Costs

WGSI expects to incur costs for local travel, long distance travel, training, pagers, etc., as detailed in the cost section of the WGSI response to this task order.

In addition, WGSI is proposing an Other Direct Cost for consulting services for expert network analysis and troubleshooting, including network design and review, of the INS's complex network environment.

# PART II. SERVICE LEVEL AGREEMENT (SLA)

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

### 2. Introduction and Summary of Work Covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following Task Order award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of the NCC and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

WGSI agrees to conform to the INS established guidelines for the approval and activation of this SLA.

#### 3. Organizations Involved

- (1) Service Provider: Contractor Name
  - (a) Technical Manager, INS NCC
  - (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: Ping Li
  - (b) Location: ULLICO
  - (c) Telephone Numbers: (202)-616-1666

(b)(6)

# 4. Responsibilities of Service Provider (Contractor)

# 4.1 The service provider agrees it will:

Work with the Government to develop appropriate performance measures and incentives within the time frames stated in Part II, Section 2 of the task order.

# 4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to propose incentive measures. All proposed incentives are subject to negotiation.

WGSI requests that activation of performance measurement not begin until 90 days after the official acceptance of this task order. WGSI proposes to use this 90-day period as follows: 30 days to conduct analysis, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.

Element	Requirement	Standard	Measurement Interval	Source	Performance Factor	Celculations
	<del></del>					

#### 5. Responsibilities of the End-User Organization

#### 5.1 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. Signatures of the Government and the Contractor's Authorized Representative

- a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

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

Retro Ch
Immigration & Naturalization Service Contracting Officer
William Tett
Immigration & Naturalization Service COTR
LUR-CO) 4/8/18  Immigration & Naturalization Service End User Representative
Service Provider Representative Signature
(b)(6)
Service Provider Representative Signature

(b)(4)

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# INS FOS Task Order 8 -- Network Control Center Management PRICE SUMMARY

CLIN	Labor Category	FTE's	Hours	Rate				Total
3002 3031 3032 3032AC 3032AD 3004 3005	Technical Manager Senior Telecommunications Specialist Telecommunications Specialist Telecommunications Specialist (2nd Shift) Telecommunications Specialist (3rd Shift) Systems/Network Administrator DataBase Administrator	1 3 3 3 3 1 0.5	1,880 4,388 5,640 5,640 5,640 1,880 470				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	
3028	Secretary	1	628				, L	
			20 400				<u> </u>	
	Total Labor Summary	15.5	26,166		<u>-</u>		<u> </u>	
	Labor Categories for Overtime		OT Hours	OT Rate				Total
3002AA 3031AA 3032AA 3032AE 3032AF 3004AA 3005AA 3028AA	Tachnical Manager Senior Telecommunications Specialist Telecommunications Specialist Telecommunications Specialist (2nd Shift) Telecommunications Specialist (3nd Shift) Systems/Network Administrator DataBase Administrator Secretary		188 439 564 564 564 188 47 63				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$	
	Total Labor Summary	0	2,617	• ***			\$	· 
	Travel Summary				Cost	G&A	,	Total
4002 4002 4002	CONUS California Local Travel	<u> </u>					\$ \$ \$	
	Total Travel Summary	<u>-</u> -					<u> </u>	
	Other Direct Costs				Cost	G&A	ı	Total
4000 4000 4000 4000 4000	Pagers Federal Express expenses Training Class Parking expenses Expert Consulting Services						\$ \$ \$ \$	
	Total Other Direct Costs	<del></del>					\$	
	Material Summary				Cost	G&A		Total
4001					-	-	\$	•
	Total Material Summary				•		\$	-
	Total Task Order 8 Summary						\$	1,651,538

(b)(4)

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# Task Order 8 -- Network Control Center Management Task 1.0 Network Control Center Management

CLIN	Labor Category	FTE's	Hours	Rate			Total
3002 3031 3032 3032AC 3032AD	Technical Manager Senior Telecommunications Specialist Telecommunications Specialist Telecommunications Specialist (2nd Shift) Telecommunications Specialist (3rd Shift)	1	1,880				\$
3004 3005 3028	Systems/Network Administrator DataBase Administrator Secretary	1	628				
	Total Labor Summary	2	2,508	· · · · · · · · · · · · · · · · · · ·	······································		\$
	Labor Categories for Overtime	C	OT Hours	OT Rate			Total
3002AA	Technical Manager		188				\$
3031AA 3032AA	Senior Telecommunications Specialist Telecommunications Specialist		0	0			\$ -
3032AE	Telecommunications Specialist (2nd Shift)		ð	ō			\$ -
3032AF	Telecommunications Specialist (3rd Shift)		0	0			\$ -
3004AA	Systems/Network Administrator		0	D			\$
3005AA	DataBase Administrator		0	_			: -
3028AA	Secretary		. 63	<u> </u>			*
	Total Labor Summary for Overtime		251				3
	Travel Summary				Cost	G&A	Total
4002	CONUS					-	<b>\$</b> -
4002	California						·
4002	Local Travel						,
							\$
	Other Direct Costs				Cost	G&A	Total
4000	Pagers						\$
4000	Federal Express expenses						5
4000	Training Class				1 1		5
4000	Parking expenses					11	\$
	Total Other Direct Costs				<b>→</b>		\$
	L						
	Material Summary				Cast	G&A	Total
4001						-	\$ -
	Total Material Summary	· -			-		\$ -
	1 Did (didtallal comman)						

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# Task Order 8 - Network Control Center Management

#### Subtask 1-1 Performance Monitoring

CLIN	Labor Category	FTE's Hours	Rate				Total
3002 3031 3032 3032AC 3032AD 3004 3005 3028	Technical Manager Senior Telecommunications Specialist Telecommunications Specialist Telecommunications Specialist (2nd Shift) Telecommunications Specialist (3rd Shift) Systems/Network Administrator DataBase Administrator Secretary	1 1,880				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	: : : : : :
	Total Labor Summary	1 1,880				\$	
	Labor Categories for Overtime	OT Hours	OT Rate				Total
3002AA	Technical Manager	O	0			\$	
3031AA	Senior Telecommunications Specialist	188				\$	
3032AA	Telecommunications Specialist	0	0			\$	
3032AE	Telecommunications Specialist (2nd Shift)	0	0			\$	-
3032AF	Telecommunications Specialist (3rd Shift)	0	0			ş	•
3004AA	Systems/Network Administrator	0	0			\$ \$	
3005AA	DataBase Administrator	O C	0			\$	-
3028AA	Secretary	u	·			ľ	
	Total Labor Surrenary for OT	188				\$	1
	Travel Summary			Cost	G&A		Total
4002	conus					\$	-
4002	California				-	\$	-
4002	Local Travel				-	\$	-
	Total Travel				-	\$	-
						·-·	
	Other Direct Costs			Total Cost	G&A		Price
4000	Pagers				-	\$	-
4000	Federal Express expenses				-	\$	_
4000	Training Class						
4000	Parking expenses						
	Total Other Direct Costs						ļ
	Material Summary			Cost	G&A	Total Pr	ice
					•	\$	-
	Total Material Summary			<u></u>	т.	\$	
					18.		440.027
	Total Sub-Task Summary	1 2,088	<del></del>	960	48	···	110,324



Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

Task Order 8 -- Network Control Center Management Subtask 1-2 Evaluate Performance

	Outland I-E Ciaic				
Labor Category	FTE's Hours	Rate			Tot
Technical Manager	-				\$
Senior Telecommunications Specialist	1 628				\$
Telecommunications Specialist					\$ -
Telecommunications Specialist (2nd Shift)					<b>\$</b> -
Telecommunications Specialist (3rd Shift)					<b>\$</b> -
Systems/Network Administrator					5 -
DataBase Administrator					-
Secretary					•
					\$ -
					;
Total Labor Summary	1 628				<u> </u>
			<u> </u>		
Labor Categories for Overtime	OT Hours	OT Rate			Tot
Technical Manager	0	· ·			;
Senior Telecommunications Specialist	63				; <u> </u>
Telecommunications Specialist	0	0			-
Telecommunications Specialist (2nd Shift)	0	0			\$ -
Telecommunications Specialist (3rd Shift)	0	0			<b>5</b> -
Systems/Network Administrator	0	0			\$ -
DataBase Administrator	٥	0			\$ -
Secretary	0	0			s <u> </u>
Total Labor Summary for Overtime	83				\$
Travel Summary			Cost	G&A	Tot
CONUS				•	s -
California				-	<b>\$</b> -
Local Travel				-	\$ -
	<u> </u>	<u> </u>			
Other Direct Costs			Cost	G&A	Tot
Pagers				٠	\$ -
Federal Express expenses				-	\$ -
Training Class					\$
Parking expenses				1	\$
Expert Consulting Services	1,000	<u></u>			\$
Total Other Direct Costs					\$
Material Summary			Cost	G&A	 To
manufacture y					\$ -
Total Material Summary				<u> </u>	\$ -
I Olat Material Sulfithary					
Total Sub-Task Summary	1 691		180,96D	9,048	226,5

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# Task Order 8 — Network Control Center Management Subtask 1-3 Performance Reporting

	Labor Category	FTE's	Hours	Rate				Total
3002 3031 3032 3032AC 3032AD 3004 3005 3028	Technical Manager Senior Telecommunications Specialist Telecommunications Specialist Telecommunications Specialist (2nd Shift) Telecommunications Specialist (3rd Shift) Systems/Network Administrator DataBase Administrator Secretary	O	-	o			\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	
	Total Labor Summary	0					\$	_
	Labor Categories for Overtime	(	OT Hours	OT Rate				Total
3002AA	Technical Manager		0	0			\$	_
3031AA	Senior Telecommunications Specialist		ō	ō			5	-
3032AA	Telecommunications Specialist		0	0			\$	_
3032AE	Telecommunications Specialist (2nd Shift)		Ō	0			\$	+
3032AF	Telecommunications Specialist (3rd Shift)		0	0			\$	
3004AA	Systems/Network Administrator		0	0			\$	-
3005AA	DataBase Administrator		0	0			\$	-
3028AA	Secretary		0	0			\$	-
	Total Labor Summary for Overtime		0				\$	-
	Travel Summary				Cost	G&A		Total
4002	CONUS					-	\$	_
4002	California					-	\$	-
4002	Local Travel			<u>.</u>		-	\$	· ———
	Other Direct Costs				Cost	G&A		Total
4000	Pagers					-	\$	-
4000	Federal Express expenses					-	\$	•
4000	Training Class					-	\$	-
4000	Parking expenses				-	-	\$	-
4000	Expert Consulting Services					-	\$	-
	Total Other Direct Costs						\$	-
	Material Summary				Cost	G&A		Total
4001						-	\$	-
	Total Material Summary	F			-		\$	-
	Total Sub-Task Summary							

(b)(4)

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# Task Order 8 -- Network Control Center Management Task 2 Network Control Center Problem Resolution

Labor Category	FTE's	Hours	Rate				Tota
Technical Manager				_		\$	
Senior Telecommunications Specialist	1	1,880				\$	
Telecommunications Specialist		•				Š	<u> </u>
Telecommunications Specialist (2nd Shift)						\$	_
Telecommunications Specialist (3rd Shift)						\$	
Systems/Network Administrator	1	1,880				\$	
DataBase Administrator	0,5	470				\$	
Secretary						\$	-
						\$ \$	•
						\$	
Total Labor Summary	2.5	4,230				\$	
Labor Categories for Overtime	o	T Hours	OT Rate				Total
Technical Manager		0		_		\$	
Senior Telecommunications Specialist		188				\$	
Telecommunications Specialist		0	0	-		\$	-
Telecommunications Specialist (2nd Shift)		0	0			\$	-
Telecommunications Specialist (3rd Shift)		0	0			\$	
Systems/Network Administrator		188				\$	
DataBase Administrator		47				\$	
Secretary		0	0			\$	
Total Labor Summary for Overtime		423	-	<u> </u>	·	\$	
Travel Summary				Cost	G&A		Total
CONUS					-	\$	_
California					_	š	_
Local Travel					•	\$	-
	·						,
Other Direct Costs				Cost	G&A		Total
Pagers							
Federal Express expenses					-	÷	-
Training Class						*	
Parking expenses							
Expert Consulting Services					-	\$	-
Total Other Direct Costs				_			
Material Communication				•			
Material Summary				Cost	G&A		Total
					-	\$	-
Total Material Summary						\$	
Total Sub-Task Summary		4,653	<u> </u>	2,400	120		217,020
iomi cop- i ask pollillidi A		4.003		2 AOD	120		247 222

Wang Government Services, late or disclosure of proposal data is subject to the restriction on the little page of this proposal.

April 2, 1998

Total Other Direct Costs	 	 

(b)(4)

Contract No.: COW-7-C-0013 Task Order No.: FOS98-008

# Task Order 8 -- Network Control Center Management Task 3 Other Support Requirements

	, Ta	ask 3 Oth	er Suppo	rt Requirem	ents			
CLIN	Labor Category	FTE's	Hours	Rate				Tota
3002	Technical Manager					•	_	
3031	Senior Telecommunications Specialist				7		\$	-
3032	Telecommunications Specialist	3	5,640	1			\$	
3032AC	Telecommunications Specialist (2nd Shift)	3	5,640		1		\$	ŀ
3032AD	Telecommunications Specialist (3rd Shift)	3	5,640	- 1	ŀ		\$	
3004	Systems/Network Administrator	Ō	-	0	_			
3005	DataBase Administrator			Ü			ş	-
3028	Secretary						•	-
							•	-
							•	-
							\$	-
	Total Labor Summary	9	15,920	<u> </u>				
	Labor Categories for Overtime		T		·-			
	caso, outsignes to overtime	Ü	T Hours	OT Rate				Total
3002AA	Technical Manager		0	0			_	
3031AA	Senior Telecommunications Specialist		Ö	0			\$	-
3032AA	Telecommunications Specialist		564		1		\$	
3032AE	Telecommunications Specialist (2nd Shift)		564	1 1			\$	
3032AF	Telecommunications Specialist (3rd Shift)		564	i i			\$	- 1
3004AA	Systems/Network Administrator		0	<del></del> _			\$	
3005AA	DataBase Administrator		0	0			\$	-
3028AA	Secretary		0	0 0			\$	-
			U	U			\$	-
	Total Labor Summary for Overtime		1692				S	
	Travel Summary			•	Cost	G&A		Total
4002	CONUS						_	Total
4002	California							
4002	Local Travel							
	Other Direct Costs				Cost	G&A		
4000	Dagon				<b>503</b>	GOM		Total
4000	Pagers					_	\$	
4000	Federal Express expenses						_ :	
4000	Training Class Parking expenses				1			
4000	raining expenses							
	Total Other Direct Costs			<u>.</u>		*		
			····	<del></del>				
	Material Summary				_			
4001					Cost	G&A		Total
7001						•	\$	•
	Total Material Summary						<u>_</u>	
	Total Sub-Task Summary	9 1/	8,612		74 -0-			
		10	9,012		78,700	3,935		969,243

Contract No.: COW-7-C-0013 Task Order No.: FO598-008

# Travel Summary for the Task Order 8 - Network Control Center Management

Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V	From Wash, DC Wash, DC Wash, DC		Month/Yr Nov-97	people	trips	days	Lodging			i .	1	ļ
Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V	Wash, DC Wash, DC		Nov-97				PORMIN	Per Diem	Car Rental	Airfare	Mileage .	Total Cost
Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V	Wash, DC Wash, DC			- 1		3	119	40				
Program Mgmit V Program Mgmit V Program Mgmit V Program Mgmit V Program Mgmit V	Wash, DC		Dec-97	1	4.	3		42	75	1,400	l l	2,108
Program Mgmt V Program Mgmt V Program Mgmt V Program Mgmt V			Feb-98	1	4	3	119	42	75	1,400		2,108
Program Mgmt V Program Mgmt V Program Mgmt V	Mask, DC		Mar-98	- 41	41	3	119	42	75	1,400		2,108
Program Mgmt V Program Mgmt V	Wash, DC		Apr-98	- 1		31	119 119	42	75	1,400		2,10
Program Mgmt V	Vesh. DC		May-98	- 4		3		42	75	1,400		2,108
	Mash, DC		Jun-98	- 4	- 1	-	119	42	75	1,400		2,108
Program Mgmt V	Wash, DC		Jul-98	- 1		3	118	42	75	1,400		2,106
	Vesh. DC		Aug-98	- 11	- 1	3	119	42	75	1,400	i	2,106
	Nash. DC		Sep-98		11	3	119	42	75	1,400	1	2,108
		7 WI POLES	3ep-au	'	'	3	119	42	75	1,400		2,108
Program Momt   W	Vash. DC	California ·	Dac-97	5		5	97					
	Vash, DC		Jun-98	51	- 4	3	97	42	75	1,904	į	14,870
·			501,50	1	'	]	97	42	75	1,904		14,870
Program Momt W	Vash, DCII	McLean, VA	Dec-97	4	5				İ			
		McLean, VA	Jan-98	- 1	5 5	- :1		ſ			40	200
rogram Mgmt W	Vash, DC	McLeen, VA	Feb-98	- 1	5	- 1	F		!		40	200
rogram Mgmt W	Vash DC	McLean, VA	Mar-98	- 1	5	- 1	- 1		į.		40	200
regram Mgmt W	Vash. DC	McLean, VA	Apr-98	- 1	5					ľ	40	200
rogram Mgmt W	Vash. DC	McLean, VA	May-98	- 1	5	- 41		- 1			40	200
rogram Momt W	Vash, DC 1	VicLean, VA	Jun-98	il	5	- 11	ĺ		1	- 1	40	200
rogram Mgmt W	Vash. DC I	VicLean, VA	Jul-98	- 1	5	- :1	ŀ		1	1	40	200
rogram Mgmt W	Vash, DC	McLean, VA	Aug-98	11	5	- 1		- 1		1	40	200
rogram Momt W	Vash, DC	McLean, VA	Sep-98	- 3	51	- !!		I			40	200
- "-			24p-30	- 1	ી	1	- 1			I	40	200
1	ı			ı	ſ	]		[			]	
otal Travel Summar	у	,.,,,,	<u> </u>									\$ 52,820

AMENDMENT OF SOLICITATION	MODIFICATION A	TE CONTRACT	1.	AACT ID CODE		PAGE OF
2. AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE				1 1
00 <b>0006</b>	09/30/98	SID-8-00392	:U. NO.		5. PROJECT N	(O. (If applicable)
USSUED BY CODE		7. ADMINISTERED BY (Nother th	an Hem	<u> </u>		27555
Immigration & Naturalization	Svc	Immigration &	Nati	¬ uralizati	OD Syc	HQPRO
Headquarters Procurement		Headquarters P	roci	urement D	iv.	
425 I Street, N.W., Room 2208		425 I Street,	N.W	. ROOM 2	208	
Washington, D.C. 20536		Washington, D.	C.	20536		
NAME AND ADDRESS OF CONTRACTOR (No., street, county, St.		411571110	00	9A. AMENDMENT	OF SOLICITATION	ON NO.
WANG GOVERNMENT SERV 7900 WESTPARK DRIVE			i			
SUITE 1105	1		$\vdash$	98. DATED (SEE)		
MCLEAN, VA 22102-429	q			10A MODIFICATI		CT/ORDER NO.
	•			COW-7-C		
			x	COW-8-P	-0485	
ATTN: (b	)(6)		1 :		<u> </u>	
ODE	FACILITY CODE		4	108. DATED (SEE		
11 THIS		C TO MICHIDAENTO OF		06/02/9		
The above numbered solicitation is amended a	section bit in the star The	S TO AMENDMENTS OF	- SU			
iffers must acknowledge receipt of this amendment	s sectional in mens 14. Thi	for another than the second	receip	t of Offers [	is extend	led, 🔲 🤋
i DY CUITUBUNG REETTS A KNO IS AND MINITHIN	CODING OF the SWARE	(mante (la) Decarles services et s				
ibmitted; or (c) By separate letter or telegram whi	ch includes a reference (	the solicitation and emends	aceib	t of this amend	ment on eac	th copy of the
legram or letter, provided each telegram or letter secified.	maxes reterence to the s	olicitation and this amendmen	nt, and	is received pri	ior to the ope	ening hour ar
ACCOUNTING AND APPROPRIATION DATA (Frequired)		<del></del> -				<del></del> .
				Net	t Change	1
13. THIS	ITEM APPLIES ON	LY TO MODIFICATIONS	OF (	CAITBACTS	/OBDED	
	2011 153 1 115 50141	RAGI/ONDER NO. AS I	)FSC	AIBED IN IT	EM 14	3,
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Spec)	ly authority) THE CHANGES SE	T FORTH IN ITEM 14 ARE MADE IN THE				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFI SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY	ED TO REFLECT THE ADMINIST OF FAR 43, 103(b).	PATIVE CHANGES (such as changes in	paying	office, appropriatio	ın data, etc.	······································
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO P						
S. THO SOLVE CENTER INC NO. SERVED IN TOP	INSUANT TO AUTHORITY OF:				- <del></del> -	
D. OTHER (Specify type of modification and authority)	<del></del>			···		
	<u> </u>					
IMPORTANT: Contractor X is not,	is required to sign this	document and return		copies	to the issuin	o office.
DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by	UCF section headings, including	g solicitation/contract subject matter w				
this modification ca	ancles modifica	tion 000005 to thi	8 0	moe, rder whic	th was	
issued in error.				raci wille	was	
cept as provided herein, all terms and conditions of the document	referenced in item 9A or 10A, as	heretofore changed,				
name unchanged and in rull force and effect.	referenced in item SA or 10A, as	<u></u>				
nains unchanged and in Itill force and effect.	referenced in item 9A or 10A, as	heretofore changed,  18A. NAME AND TITLE OF CONT	RACTIA	IG OFFICER	{Туре	o printj
name unchanged and in rull force and effect.	referenced in item SA or 10A, as	18A. NAME AND TITLE OF CONT		IG OFFICER	(Турв	o printj
A. NAME AND TITLE OF SIGNER (Type of print)		18A NAME AND TITLE OF CONT		IG OFFICER	{Туре	o printj
A. NAME AND TITLE OF SIGNER (Type of print)	referenced in item 9A or 10A, as	18A. NAME AND TITLE OF CONT		IG OFFICER	{Турв	or print)
A. NAME AND TITLE OF SIGNER (Type or print)  B. CONTRACTOR/OFFEROR		18A NAME AND TITLE OF CONT		IG OFFICER	{Type	
cept as provided herein, all terms and conditions of the document mains unchanged and in full force and effect.  A. NAME AND TITLE OF SIGNER (Type of print)  B. CONTRACTOH/OFFEROR  (Signature of person authorized to sign)		Robert N. Beaty	GA (	P	{Туре	

Washing Cons

		····	1.C VCTID CODE			
AMENDMENT OF SOLICITATION				PA	yGE Ö∓ L	P
2. AMEMOMENT/MODIFICATION NO. 000005	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE	D. NO.	5. PROJECTNO, RF	pplicable)	
·	09/30/98	SID-8-00672				
Immigration & Naturalization S	HOPRO	7. ADMINISTERED BY (If other th	an hem 6)	CODE		_
Headquarters Procurement	VC			<b>L</b>		_
425 I Street, N.W., Room 2208						
Washington, D.C. 20536						
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State	and ZIP Codes TITM •	411571110				
WANG GOVERNMENT SERVI		4112/1110	(X) SA AMENDMENT	OF SOLICITATION NO	).	
7900 WESTPARK DRIVE	02B/ 1MC		OU DATE STATE			
SUITE 1105			98. DATED (SEE)	ON OF CONTRACT/OR		
MCLEAN, VA 22102-4299			1		HDER NO.	
•			COW-7-C	·		
			X COW-8-P	-0485		
ATTN: (b)(6	<u>8</u>					
CODE	FACILITY CODE		108. DATED (SEE			
11 THIS II	4	TO AMENDMENTS OF	06/02/9	3	<del> </del>	
The shove numbered edictivitation is amended as	Set forth in the 44 Th	TO AMENDMENTS OF	· SOLICITATION	3		_
The above numbered solicitation is amended as a Offers must acknowledge receipt of this amendment.	Drief to the bour and state	Hour and date specified for a	receipt of Offers [	s extended,		not ter
Offers must acknowledge receipt of this amendment  (a) By completing items 8 and 15, and returning	prior to the floor and day	re specified in the solicitation	n or as amended, by	one of the follow	ing meth	odı
(a) By completing Items 8 and 15, and returning submitted; or (c) By separate letter or telegram which ACKNOW, EDGMENT TO BE RECEIVED AT THE PLA	_ copies or treference to	the solicitation and amanda	eceipt of this amend	ment on each co	py of the	off
					ICICD 144	
telegram or letter, provided each telegram or letter m specified.	akes reference to the soli	icitation and this amendmen	it, and is received pri	or to the opening	hour an	dd.
12. ACCOUNTING AND APPROPRIATION DATA (If required)						_
1581217/81SD.321B.845.00			T			
13 THIS	TEM APPLIES ONLY	TO MODIFICATIONS	1110	rease	\$3400	01
IT MO	DIFIES THE CONTR	Y TO MODIFICATIONS ACT/ORDER NO. AS D	OF CONTRACTS	/ORDERS		
(X) I A THIS CHANGE ONDER IS ISSUED PURSUANT TO: (Specify	authority) THE CHANGES SET F	ORTHINITEM 14 ARE MADE IN THE	ESCHIBED IN II	<u>EM 14.</u>		,
CONTRACT ORDER NO. ITEM 10A,						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	TO REFLECT THE ADMINISTRA	ATIVE CHANGES (such as changes in	Daidna office anomalistic		<u> </u>	
X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	FAFI 49.103(b).	<b>,</b>	bed is a most abtrachustic	u nava scci		
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PUR	SUANT TO AUTHORITY OF:		· · · · · · · · · · · · · · · · · · ·			_
D. OTHER (Specify type of modification and authority)				<del></del>		_
<u> </u>						
E. IMPORTANT: Contractor X is not,	is required to sign this d	<u> </u>		<del>-</del>		_
			copies	to the Issuing off	ice.	
14. DESCRIPTION OF AMENOMENT/MODIFICATION (Organized by UC	F section headings, including s	oficitation/contract subject maiter wh	sere feasible.)			_
This Modification Has	Changed The O	bligated Amount				
From \$1,885,480.00 To						
For A Net Increase of	\$340,000.00					
This Modification Has	Changed The O	bligated Amount				
From \$1,886,480.00 To						
For A Net Increase of	\$340,000.00					
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(continued)						
Except as provided herein, all terms and conditions of the document re- remains unchanged and in full force and effect.	ferenced in item 9A or 10A, as he	relatore changed,				
15A. NAME AND TITLE OF SIGNER (Type or pnnl)		16A. NAME AND TITLE OF CONTR	BACTING OFFICER	<u>_</u>		_
·			HEDDING OFFICER	(Type or prin	nt)	
		Robert N. Beaty				
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	188. LINUTED STATES OF AMERIC		1,	54=	=
	1	I $II$ $IL$	$\sigma (2 I_{-})$	I IBC.	DATE SIGN	E
(Signature of person authorized to sign)	<del></del>	(Signature of Contr	action Officers	•	1- 1	e
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REF. NO. OF DOC. BEINNTD								
	TION SHEET COW-7-C-0013 COW-8-P-0485 000	0005			2 2			
NAME OF OFFEROR								
WANG GOVER	NMENT SERVICES, INC		<del></del>					
ITEM NO.	SUPPLIES/SERVICES	CHANTITY	וואט	UNIT PRICE	AMQUNT			
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AMENDMENT OF SOLICITA	ATION/MUDIFIC	CATION OF	CONTRACT	1. VACTIO COO	Ξ	PAGE (	OF PAGE
2. AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE		4. REQUISITION/PURCHASE REC	NO.	5. PROJECT NO	) (II spelieski	
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8. ISSUED BY	CODE HOPRO		7. ADMINISTERED BY (If other tha	n Item #	CODE	HQP	<del>-</del>
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Washington, D.C. 20536			Washington, D.		2200		
maningeon, 2.0.			, additing con, b.	2. 20330			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, o	•	•	411571110	(X) BA. AMENOMEN	T OF SOLICITATIO	N NO.	
WANG GOVERNMENT	•	NC .					
7900 WESTPARK I	DRIVE			98. DATED (SEI	Ε ΓΓΕΜ 11)		
SUITE 1105				10A. MODIFICA	TION OF CONTRAC	T/ORDER NO	).
MCLEAN, VA 22102	2-4299			COW-7-0	C-0013		
				X COW-8-1	P-0485		
Attn:	(LVC)						
CODE	(b)(6)			108. DATED (SE	,		
			TO AMENDMENTS OF	<u> </u>			
	·		TO AMENDMENTS OF				·
The above numbered solicitation is ame Offers must acknowledge receipt of this am	inded as set forth in I	Item 14. The H	Hour and date specified for a	ecaipt of Offers	is extende	ed, 🔲	is not extend:
ACKNOWLED GMENT TO BE RECEIVED AT RESULT IN REJECTION OF YOUR OFFER. telegram or letter, provided each telegram specified.	If by virtue of this an	nendment you	desire to change an offer al	ready submitted, s	such change m	av be mad	le hv
12. ACCOUNTING AND APPROPRIATION DATA (If require	d)	-				· · · · · · · · · · · · · · · · · · ·	
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8. THE ABOVE NUMBERED CONTRACT/ORDER SET FORTH IN ITEM 14, PURSUANT TO THE AI	IS MODIFIED TO REFLECT	THE ADMINISTRA	TIVE CHANGES (such as changes in	paying office, appropris	tion date, etc.)	<del>_</del>	
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			Robert N7 Beaty	, 10 1			
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CONTINUATION SHEET	COW-7-C-0013 COW-8-P-0485 000004	2	, 5
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Headquarters Procurement	_	Headquarters Pi	cocurement D	iv.	
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Washington, D.C. 20536		Washington, D.C	20536		
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6. NAME AND ADDRESS OF CONTRACTOR (No., street, county, 5		411571110	(X) 9A. AMENOMENT	OF SOLICITATION	I NO.
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SUITE 1105	<b>.</b>		98. DATED (SEE I	•	
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The above numbered solicitation is amended.	as set forth in Item 14. The	Hour and date specified for re	eceipt of Offers [	🗌 is extended	d, is no
Offers must acknowledge receipt of this amendme	ant prior to the hour and da	te specified in the solicitation	or as amended, by	one of the follo	owing method
(a) By completing Items 8 and 15, and returning submitted; or (c) By separate letter or telegram when ACKNOWS ECONOMIST TO BE DECOMIST AND THE	copies of the amandm	nent; (b) By acknowledging re	iceipt of this amend	ment on each	copy of the of
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12 Tul	SITEM ADDITION ONLY	/ TO MODIFICATIONS	Net	Change	\$1
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(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Spe	city authority) THE CHANGES SET F	ORTH INITEM 14 ARE MADE IN THE	ESCHIBED IN II	EM 14.	
CONTRACT ORDER NO. ITEM 10A.	• •	The state of the s			
8. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIL SET FORTH IN THE 14 PURSUANT TO THE AUTHORY	TED TO REFLECT THE ADMINISTRA	ATIVE CHANGES (such as changes in a	saving office, accompanie	un date ete i	
X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORIT	Y OF FAR 43,103(b).	. ,		II dale, etc.)	
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO	PURSUANT TO AUTHORITY OF:	· <del></del>	<u> </u>		
D. OTHER (Specify type of modification and authority)			<del></del>		·· <del>·</del>
· <u> </u>					
É. IMPORTANT: Contractor X is not.	is required to sign this c				
				to the issuing	office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized b	y DCF section headings, including a	solicitation/contract subject matter who	ere fossible.)		
This modification o	corrects the tota	l obligated amoun	t of this or	der.	
mh - 1 - 1 - 1 - 1 - 1 - 1					
The total obligated	amount is \$1,88	6,480.00 vice \$1,	245,998.00 a	ıs	
indicated on modifi	cation 000001.				
Except as provided herein, all terms and conditions of the document remains unchanged and in full force and effect.	of referenced in Item SA or 10A, as hi	eretofore changed,			
15A. NAME AND TITLE OF SIGNER (Type or print)	<u> </u>	164 NAME AND THE CALL CONTR	4.0711.0		
1, year Emily		16A, NAME AND TITLE UF CONTR	WGTING OFFICER	(Туре сл	r print)
		Robert N. Beaty	1		
15B. CONTRACTOR/OFFEROR	15C, DATE SIGNED	188. UNITED STATES OF AMEDIC	<del>- // /</del>	<del></del>	
		1//////	1/6/	<b>'</b>	18C. DATE SIGNED
(Signature of person authorized to sign)	<del></del>	BY (Signature of Control	V Ju		0/. /- 5
NSN 7540 01 152-8070		(Signature of Contra			1/21/70
PREMOUS ECITION HAD GAD G		00-100	STAND.	ARD FORM	190 /BEV/ 15

AMENDMENT OF SOLICITATI	ODIFICATION OF	CONTRACT	Ţ.	TRACT ID COUE		PAGE	OF.
2. AMEMDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE	<u></u>				Ĩ.
000002	09/21/98	SID-8-00392	2. NO.		5. PROJECT NO	D. (# applica	ible)
8. ISSUED BY CODE	HQPRO	7. ADMINISTERED BY (If other th	n tem	R)		7 176	AHA-
Immigration & Naturalization S	VC	Immigration &			CODE On Svc	110	PRO
Headquarters Procurement		Headquarters P	roci	rement D	iv.		
425 I Street, N.W., Room 2208		425 I Street,	N.W	. , ROOM 2:	208		
Washington, D.C. 20536		Washington, D.	c.	20536			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State		411571110	(20)	BA. AMENDMENT	OF SOLICITATIO	N NO.	
WANG GOVERNMENT SERVI	CES, INC						
7900 WESTPARK DRIVE SUITE 1105				9B. DATED (SEE )			
MCLEAN, VA 22102-4299			1	10A. MODIFICATH		T/ORDER I	NO.
MCDEAN, VA 22102-4255	•		l	COW-7-C-			
			X	COW-8-P-	-0485		
Attn: (b)(6)							
CODE	FACILITY CODE	<u> </u>		109, DATED (SEE			
· · · · · · · · · · · · · · · · · · ·	<u>L.                                      </u>	TO 44404104104	<u> </u>	06/02/98			
The shows sumbored colicitation in an about	EM UNLY APPLIES	TO AMENDMENTS OF	SO	LICITATIONS	3		
The above numbered solicitation is amended as a Offers must acknowledge receipt of this amendment	set forth in Item 14. The	Hour and date specified for	eceip	t of Offers	s extende	ed, 🔲	is not
Offers must acknowledge receipt of this amendment (a) By completing items 8 and 15, and returning	prior to the nour and day	e specified in the solicitation	or a	amended, by	one of the fo	llowing m	ethod:
submitted; or (c) By separate letter or telegram which		ent; (b) By acknowledging r					
MONITORICE DIGITIENT TO BE RECEIVED AT THE PLA	1.E   JESUS BIALETTE   III   II	HE DELIEDT ME MEEENN NO	WAD 1	CO TI (E ( 100 1 4 T	<del>.</del>		
telegram or letter, provided each telegram or letter maspecified.	akes reference to the soli	citation and this amendmen	ıt, and	is received pri	or to the ope	ning hou	r and d
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
,				Net	Change		ŝ
13. THIS I	TEM APPLIES ONLY	TO MODIFICATIONS	OF (	ONTRACTO	OPPLED		
	DIFIES THE CONTR	ACT/ORDER NO. AS E	FSC	RIBED IN IT	FM 14	<b>}</b> ,	
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify:	tulbority) THE CHANGES, SET F	OFITH IN ITEM 14 ARE MADE IN THE					
	·						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	TO REFLECT THE ADMINISTRA FAR 43 103(b)	TIVE CHANGES (such as changes in	paying	office, appropriatio	n date, etc.)		
	• •		_				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PUR	ISLIANT TO AUTHORITY OF:					<u></u>	
O. OTHER (Specify type of modification and authority)	<u> </u>	<u> </u>					
S. STIEST (Specify type of mountainon and abtributy)	,q.						
	·	<u> </u>					
E. IMPORTANT: Contractor 🔼 is not, 🗌	is required to sign this o	locument and return		copies	to the issuing	a office	
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UC	F section headings, including a	nlicitation (constant publicat matter)					
This modification con	rects the tota	l obligated amoun	1010 101 1	mide.) fthis a-	a		
		garda amoui		r this of	uer.		
The total obligated a	mount is \$1.88	6.480.00 vice \$1.	245	999 OO 5	c		
indicated on modifica	tion 000001.	,		,,,,,,,,	5		
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Except as provided herein, all terms and conditions of the document re- remains unchanged and in full force and effect,	ferenced in item BA or 10A, as he	relatore changed,					
15A. NAME AND TITLE OF SIGNER (Type or print)	<u> </u>	164 NAME AND THE OF SOME					
. 21		16A, NAME AND TITLE OF CONT	MICHA	IG OFFICER	(Type	or print)	
		Robert N. Beaty					
158. CONTRACTOR/OFFEROR	15C. DATE SIGNED	168. UNITED STATES OF AMERIC		<del></del>	<del></del>	(40) 5:5	-
		(11/11)		1		ISC. DATE	SIGNEC
(Signature of person authorized to sign)	<del></del>	(Signatule of Cont	action.	Offices	i		1
ISN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE	<del> </del>	30-105			ARD FORK	7/24	<u> </u>
INCOMPANY ELITIFICATION CONTRACTOR		*		O LAINI J		a 211 / CDC	41

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AMENDMENT OF SOLICITATION	MODIFICATION C	OF CONTRACT	1. CONTRACT ID CODE		PAGE OF PA
2. AMEMDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE R	EQ. NO.	5. PROJECT NO.	(# applicable)
000001 8. ISSUED BY CODE	09/07/98 HOPRO	SID-8-00602	······································	<u> </u>	<u>\$</u> .
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425 I Street, N.W., Room 2208		425 I Street,	N.W., ROOM 2	2208	
Washington, D.C. 20536		Washington, D.	.C. 20536		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State	and ZIP Code) TIN:	411571110	(X) BA. AMENOMEN	IT OF SOURTATION	
WANG GOVERNMENT SERVI			di i zane i i zane i	OF SOCIATION	INO.
7900 WESTPARK DRIVE			96. DATED (SEE		
SUITE 1105			1 1	TION OF CONTRACT	F/ORDER NO.
MCLEAN, VA 22102-4299	•		COW-7-0		
			X COW-8-E	2-0485	
Attn: (b)(6)	)		109. QA7ED (SE	E (TEM 13)	
CODE	FACILITY CODE		06/02/9	8	
11. THIS I	TEM ONLY APPLIE	S TO AMENDMENTS O	F SOLICITATION	IS	
The above numbered solicitation is amended as	set forth in Item 14. The	Hour and date specified for	r receipt of Offers	is extende	d, is not
Offers must acknowledge receipt of this amendment	t prior to the hour and d	late specified in the solicitation	on or as amended, by	y one of the foll	owing methods:
(a) By completing Items 8 and 15, and returning	copies of the amend	lment; (b) By acknowledging	receipt of this amen	dment on each	copy of the offe
submitted; or (c) By separate letter or telegram white ACKNOWLEDGMENT TO BE RECEIVED AT THE PLA	n includes a reference t ACE DESIGNATED FOR	o the solicitation and amendi THE RECEIPT OF OFFERS F	Ment numbers, FAIL	URE OF YOUR	
MESULT IN REJECTION OF YOUR OFFER, IT BY VIRU	JO OF THIS AMANGMENT W	ou desire to change an offer:	alreacht aubmittad a		
telegram or letter, provided each telegram or letter n specified.	nakes reference to the s	olicitation and this amendme	ant, and is received p	rior to the oper	ning hour and da
12. ACCOUNTING AND APPROPRIATION DATA (If required)			· · · · · · · · · · · · · · · · · · ·		Decrease
			Ne	t Change	\$754,00
13. THI\$	ITEM APPLIES ON	LY TO MODIFICATIONS	S OF CONTRACT	S/ORDERS	4.2.300
II MU	DIFIES THE CONT	HACT/ORDER NO. AS	DESCRIBED IN I	TÉM 14.	ı
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify CONTRACT ORDER NO. ITEM 10A.	authority) THE CHANGES SF	T FORTH IN ITEM 14 ARE MADE IN TH	IE .		
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED SET FORTH IN ITEM 14 91 1991 AND TO THE MUTHORITY	D TO REFLECT THE ADMINIST	RATIVE CHANGES (such as changes	i=	<del></del>	
X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY C	DF FAR 43.103(b).	renine or minues (south as changes	т раугод опісе, арргорнат	ion date, etc.)	
C. THIS SUPPLEMENTAL AGREEMENT IS ENTÉRED INTO PU	RSUANT TO AUTHORITY OF:				
	<del>,</del>				
D ΩTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor X is not,	Tie required to also this			····	
	is required to sign this			s to the issuing	office.
14. DESCRIPTION OF AMENOMENT/MODIFICATION (Organized by U	OF section headings, including	g solicitation/contract subject matter	where feasible.)		
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obligated amount is decrease of \$754,002	nn	\$2,000,000.00 to	\$1,245,998.	00 for a	
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(continued)					
Except as provided herein, all terms and conditions of the document is	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 YILLE OF COM	NTRACTING OFFICER	(Туре о	if print)
		Robert N. Beat	у /).		
158, CONTRACTOR/OFFEROR	150, DATE SIGNED	18B. UNITED STATES OF AVE	FIICA /		16C. DATE SIGNED
	{	1 / MIN	1/5/		2/
(Signature of person authorized to sign)  ISN 7540-01-152-8070		6 Bignature of Co.	<del></del>		ZZ –
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WANG GOVE	ERNMENT SERVICES, INC					
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	igration & N dquarters Pr			SVC	_	25 I <b>S</b> 1	REET	NW			
	I Street, N				1		- M		_	d, STATE	e. 23P 00
	hington, D.C	-		7 1		SHING	UN D			DC	2053
	7. TO:	Attn:		157	ቯ "	1 W 7 PA					
. NAME (	OF CONTRACTOR			T 457	4			6. TVPE O	£ ABOCE		
WAI	ng governmen	T SERVIC	es, inc	•				a me	- CHUER	<del></del>	
	ANY NAME				_	a.p.	JACHASE			X DELA	ÆRV.
	00 WESTPARK	DRIVE			_ REF	ERENCE YOU	JR:			_	
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	13. PLACE	DF				1	ONO	A TO F.O.B. POINT R BEFORE (Date)	Г	19. DISCOU	MT TERMS
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Dest	TRACTOR	Destin		7. 00450445			09/3	0/98		Net 3	0 Day
		·- · · · · -		7. SCHEDULE (See r		OUANTITY	ectione)	<u>-</u>			
EM NO.	1	91.1PP1 1F3									
(4)	<del></del>		OR SERVICES (6)	•		ORDERED	UNIT	PRICE	٨.	MOUNT	
	Tax ID Number This order is COM-7-C-8013	c: <b>4</b> 115711	(9) 110	, End User Computi	ing,	OMOENED (C)	(0)		A.	MOUNT F)	
	This order is COM-7-C-8013 This task is Attachment 1 1 The total price	r: 4115711 for Task described , hereto.	(B) 110 number 3 and the p		con	of cont	(D)	PRICE (2)	^		ACCE
	This order is COM-7-C-8013 This task is Attachment 1 1 The total price	r: 4115711 for Task described , hereto.	unaber 3 unaber 3 und the p order i	, End User Computi pricing for it is s \$2,540,482.00 pisition SID-8-003	192 i	of cont	(D)	PRICE EX	A.		ACCE
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submitted." item numbe saperate ite	However, er(s), descr em on the in	if the Contractor wishes iption of supplies or sectorics. Where shipping	for attached to) the order: "I to submit an invoice, the fivices, sizes, quantities, unit costs exceed \$10 (except to vity during the same billing	factor as the Co Payment is required by the control of the control	entractor's involce, instruested in the amount of nation must be provide tended totals. Prepaid	d: contract number (if a shipping costs will be	other invoice will be any), order number,
				VING REPO	7.4.		
Quantity in by me and	the "Qua emiotnee	intity Accepted" colun i to contract. Items lie	nn on the face of this ordi sted below have been reji	er has been: ected for the r	Inspect	ed, accepted	, received
SHIPMENT NUMBER	PARTIAL		DATE RECEIVED	SIGNAT	TURE OF AUTHORIZED U.S. G	OVT. REP.	DATE
TOTAL CONTAIN	NERS	GROSS WEIGHT	RECEIVED AT	ппе			
	<del></del>		REPORT (	OF REJECT	IONS		
ITEM NO.		SUPPLIES	OF SERVICES	UNIT	QUANTITY REJECTED	REASON FOR	REJECTION
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OPTIONAL FORM 347 (REV. 6/95) BACK

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	TION SHEET COW-7-C-0013 COW-8-P-0485			<u>.                                      </u>	3 3
	CONCONTRACTOR RNMENT SERVICES, INC				
			Τī		·-
EM NO.	SUPPLES/SERVICES		UNIT	UNIT PRICE	AMOUNT
1	D302 ADP SUPPORT SERVICES	1	ГO	\$2640482,00	\$2640482.00
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NSN 7540-01-152 8087

(b)(4)

Contract No.: COVV-7-C-0013 Tank Order No.: FO898-003

### INS FOS TASK ORDER 3 PRICE SUMMARY

	Labor Category	FTE's	Hours	Rate			Total
AA	Technical Manager	1,	1,253		7	\$	
AA	Certified Network Engineer	9	9,010			\$	
AA	Network Specialist	1	862			\$	
AA	Software Applications Specialist	1	862		Ī	\$	
AA	Telecommunications Specialist	1	1,018				
AA	Mid-Level Computer Specialist	7	6,190		1	\$	
AA.	Senior Computer Specialist	4	3,996		1	5	
AA.	Senior Systems Analyst	6	7,206			\$	
AA	Systems Analyst	9	9,006				
AA	Systems/Network Administrator	8.	8,460			• •	
AA.	Secretary	2	2,741	ŀ		\$	
AA	Jr. Computer Specialist	3	2,586		1	\$ 1	
AA	DataBase Administrator	;	1,253		1		
AA	Technical Writer	1	882				
	ADP Hardware Engineer	•	862			\$	
AA	Logistice Specialist	1	882		J	\$	
	Total Labor Summary	56	57,030		-	\$	
	Labor Categories for Overtime	01	Hours	OT Rata		L	Total
AΒ	Technical Manager		100			\$	
AΒ	Certified Network Engineer		721	1		\$	
AΒ	Network Specialist		69			\$	
AΒ	Software Applications Specialist		69			\$	1
AΒ	Telecommunications Specialist		81			\$	
	1 P. 1 1					•	
AB	Mid-Level Computer Specialist		495			š	
AB AB	Serior Computer Specialist					•	
	•		495			Š	
AB	Senior Computer Specialist		495 320			\$	
AB AB	Serior Computer Specialist Serior Systems Analyst		495 320 575			\$ \$ \$	
AB AB	Serior Computer Specialist Serior Systems Analyst Systems Analyst		495 320 576 721			\$ \$ \$	
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AB AB AB AB AB	Serior Computer Specialist Serior Systems Analyst Systems Analyst Systems/Network Administrator Secretary Jr. Computer Specialist		495 320 576 721 677 219 207			\$ \$ \$ \$ \$ \$	
AB AB AB AB AB	Serior Computer Specialist Serior Systems Analyst Systems Analyst Systems/Network Administrator Secretary Jr. Computer Specialist DataBase Administrator		496 320 576 721 677 219 207 100			\$ \$ \$ \$ \$ \$	
AB AB AB AB AB AB	Serior Computer Specialist Serior Systems Analyst Systems Analyst Systems/Network Administrator Secretary Jr. Computer Specialist DataBase Administrator Technical Writer		496 320 576 721 677 219 207 100 69			\$ \$ \$ \$ \$ \$ \$	

Contract No.: COW-7-C-0013 Task Order No.: FOS98-003

### (b)(4) INS FOS TASK ORDER 3 PRICE SUMMARY

	Travel	Cost	G&A	Total
4002 4002	CONUS Local Travel			
	Yotal Travel Summary		-	
	Other Direct Costs	Cost	G&A	Total
4000	Pagers			
4000	Federal Express expenses			
4000	Parking expenses			
	Total Other Direct Costs Summary			
	Material	Cost	G&A	Total
4001	Laptops (Quantity of 5)			
	Total Material Summary			
	Total Task Order 3 Summary 56 61,592	80,793	4,790	2,640,482



March 9, 1996

# WGS, Inc

# TASK ORDER 3 POP BREAKDOWN

Period of Performance		9.5 mos			8 mos		• 	.5 mos			1			
		Start	Total		Start	Total			Total		Apr	Total	•	Total Task
Labor Categories	FTE's		Hours	FTE's	FEB 1st	Hours	FTE's	15th	Hours	F1E'\$	15th	Hours	FTE's	Hours
	•	0		,	1 253	1.253		o	•	,	O	,	-	1,253
Control of the second Contract	,	1 488	9266			<u>.</u>	•	0	•		862	6.034	<b>3</b>	9,010
Makeryk Openinist	1 0	3 -	3	_					,	_	882	883		962
Cofficient Applications Specialist	•	0 0	, ,		• =	,	_	0			862	862		862
Teleconstruction Specialist	6		•		0		-	1018	R10 I		ø	1	<del>,-</del>	1.018
Mid-I eye Communer Specialist	•			•	0	,	_	1 018	1,018	c	852	5.172	_	6.190
Sector Computer Specialist		0		,	1,253	1,253	-	1.018	1,018		298	1,724	4	3,995
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Sustaine Arabast	) 4	1488	1 488		0		7	1.018	4,072	7	862	3,448	<b>Б</b>	900°5
Section 1 days	- ^	1 488	2.976		· c		٠ ، ·	1018	2 036	4	862	3,448	90	8,460
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F Computer Specialist	-		<u>.</u>	. '			•	0		<u>د</u>	862	2,586	6	2,586
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Logistos Specialist				,	0	,		<b>.</b>	ı	-	862	862	-	863
	đ		13,392	4		5,012	2		10,180	33		28,446	98	57,030

# Travel Summary for Task Order 3 - End User Computing

				* of	Jo#	# of					Hileage @	1
Labor Category	From	Destination	Month/Yr	people	trips	days	Lodging	Per Dlem	Car Rental	Airfare	\$.31/m	Total Cost
Program Mgmt(CONUS)	Wash DC Various	Various	12/01/97 thru 9/30/98	<del>-</del>	ੜ	ਲ	119	42	32	1,400		42,160
	Wash DC	* Various	Dec-97	-	101	-				<b></b>	0	124
	Wash DC	** Various	Jan-98	=	10	-					Q <del>*</del>	124
Program Mgmt	Wash, DC	Wash, DC ** Various	Feb-98	-	2						\$	124
	Wash, DC	. Various	Mar-98	_	2	-					9	124
	Wash DC	" Various	Apr-98	_	10	_					₽	124
Program Marnt	Wash, DC	** Various	May-98	_	ō	_					9	124
	Wash DC	Vanous	86-unC	_	5	-					9	124
	Wash, DC	** Various	96-hit	*-	0_	-					€	124
٠	Wash DC	- Various	Aug-98	4-	4	_					\$	124
	Wash DC ** Various	** Various	Sep-98	_	10						40	124
i i		•										43 400
Local Tavel Summary												*

\*\* Local travel include trips to Forensics Lab, Warehouse, McLean, etc

### WANG GOVERNMENT SERVICES RESPONSE

Task Order and Service Level Agreement 3 - END USER COMPUTING(EUC)

Contract Number/Task Order Number: COW-7-C-0013/FOS98-003

Date of Order: 3/09/98

### PART I. TASK ORDER

### 3. Requirements

End User Computing (EUC) (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 majority of the incumbent staff will not transition to WGSI from the current contractor, thus WGSI will not be at full staff, expressed in this task order, at the start of this function. WGSI will provide approximately 20 staff at the start of this task. This staff will consist of the current WGSI employees in the EUC operations and those remaining Telos and EDS employees providing transition support. WGSI will then evaluate the open positions and staff according to the needs expressed by INS and approved under this task order.

To provide for a smooth transition of the EUC support function, the incumbent contractor (EDS) has agreed to retain their current staff in position for a period of 90 days starting November 29, 1997. At that time the incumbent contract personnel will be phased out with a two week overlap as WGSI personnel receive waivers to work. WGSI expects that upon approval of this task order the management responsibility for the task will shift from the incumbent contractor to WGSI.

- 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. WGSI will develop a schedule for remote travel to these sites to provide the necessary level of support. Attachment 2 defines the software to be supported.
- WGSI will provide network analysis and engineering support including analyzing new hardware and software products; supplying product documentation; customizing COTS products; coordinating/tracking INS licensed software; and conducting special studies, reviews, and software assessments and data conversions.

- WGSI will provide Field Assistance Team (FAT) support which encompasses as-needed onsite support to all INS offices to handle emergency and crisis situations, network
  administration, problem resolution and user support; conducting site surveys and to assist in
  site preparation for hardware and software installations; equipment installation/deinstallation; integration services; inventory tracking and updating; and preparing equipment
  for excess.
- WGSI will manage any user request which involves multiple desktops, users and WGSI
  resources as a project. Project management will include maintaining schedules, site surveys,
  user planning, post-change evaluation, inventory update information and change
  management review. A project can be classified as anything that affects more than five
  desktops.
- WGSI will provide Agency-wide electronic mail administration and support (AWES)
  including analysis, development, implementation, national administration and support;
  bulletin board administration and management; mobile installation and support; HQ post
  office administration, support and maintenance; DOJ connectivity; and travel AWES
  assistance team.
- WGSI will provide post-installation support including on-site support to INS offices after infrastructure deployment and for rapid hardware/software deployment efforts.
- WGSI will provide consolidated network administration and support which includes policy, procedures, documentation; the administration, maintenance, backups and support of file servers throughout INS. See Attachment 1.
- WGSI will work with the Headquarters SID Operations Center Manager to provide server space requirements and facilities planning information for all LAN equipment that requires 24x7 monitoring and a controlled environment.
- WGSI will coordinate and assist the HQ Cable Plant with all cabling requirements.
- WGSI will provide maintenance for the REMEDY application, the automated trouble ticketing/tracking system, in support of the Help Desk and NCC staffs.
- WGSI will coordinate all elements of End User computing including those activities associated with Engineering and Solutions Analysis activities.
- All work performed by the WGSI EUC staff will be tracked.

PROPOSED STAFFING: 1 Technical Manager, 8 Certified Network Engineers, 1 Network Specialist, 1 Technical Writer, 1 Software Applications Specialists, 3 Jr. Computer Specialists, 7 Mid-level Computer Specialists, 4 Senior Computer Specialists, 6 Senior Systems Analysts, 9 Systems Analysts, 5 Systems/Network Administrators, 1 Database Administrator, 1 ADP Hardware Engineer, 1 Logistics Specialist and 1 Secretary. Total positions 50 positions. See Attachment 3.

The above does not include the Off Site dedicated resources. These resources include 1 Certified Network Engineer, 1 Secretary, 1 Telecommunications Specialist and 3 Systems Network Administrator. Total 6 positions.

Total Staffing Proposed is 56 positions. See Attachment 3.

3

### STAFFING JUSTIFICATION: WGSI proposes:

- 1 Technical Manager to maintain overal! responsibility and management of this task, 1 Senior Systems Analyst to provide Technical Management Support for reporting, Problem and ChangeManagement analysis and 1 Technical Writer to provide documentation and writing support and other various technical business related functions. 1 Secretary will provide support for this function. The Technical Manager will also be responsible for project management and tracking.
- 4 Certified Network Engineers, 2 Systems Analysts and 1 Systems Network Administrator in support and management of HQ/DC area LAN/Server Administration functions.
- 1 Certified Network Engineer, 1 Junior Computer Specialist, 2 Senior Systems Analysts to supervise, 3 Systems Analysts, 1 Senior Computer Specialists and 2 Mid Level Computer Specialists to perform support for the AWES Electronic Mail Administration.
- 1 Logistics Specialist to support the INS HQ SID Operations Center Manager with engineering and facilities planning, maintenance and interface with INS building facilities personnel.
- 2 Senior Systems Analysts, 4 Systems Analysts, 3 Senior Computer Specialists, 5 Mid Level Computer Specialists and 2 Jr. Computer Specialist who respond to the majority of Remedy Tickets, provide **Desktop Support** and problem resolution for hardware, software and LAN connectivity.
- 1 Certified Network Engineer, 1 Network Specialist, 1 Database Administrator, 1 ADP Hardware Engineer and 1 Software Applications Specialist are proposed to staff the Engineering Solutions and Analysis team which includes INS Developed Applications. In addition 2 Certified Network Engineer, 4 Systems Network Administrators and 1 Senior Systems Analyst will make up the Field Assistance Team (FAT) which has the primary responsibility of augmenting the field offices staff on an as needed basis. When not providing field support this team will provide local support. The Field Assistance Team may be augmented from other sources as necessary.

1st Street - As Needed.
Telephone Support Center - Chantilly Va. - 1 visit per week and As Needed General Appellate Office - 1 visit per week and As Needed

The following are staff dedicated full time in support the below listed areas. (We may want to explore separate task orders)

Forensics Document Laboratory - 1 full time dedicated Systems Network Administrator Intelligence - 1 CNE

Border Patrol - 1 Secretary
ULLICO - 1 full time Telecommunications Specialist and 2 Systems Network
Administrators

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

The period of performance for this task order is from December 15, 1997 through September 30, 1998.

On-site hours of support are 6:00 am to 8:00 pm Monday through Friday, except government holidays. On-Call service will be provided 24x7, 365 days.

### 5. Place of Delivery or Performance

WGSI agrees to the places of performance stated below.

- CAB Building
- 1325 G St.
- Ullico
- Tech World
- 1<sup>st</sup> St CNN Building
- Forensics Document Laboratory Tysons
- Telephone Support Center Chantilly
- General Appellate Office
- Contracts and Procurement Branch
- Other Field Sites (FAT)

Additional sites may be identified by INS. Any staffing and/or associates costs incurred will be negotiated as required.

### 6. <u>Deliverables</u>

WGSI will provide the INS Weekly Status Report and Quarterly Reports as stated below.

- a. Weekly submissions.
  - Weekly Status Reports on each EUC area of responsibility via a contractor developed database (based on INS requirements) on an INS server capable of queries and providing statistical and narrative output.
  - Weekly Field Report that identifies new issues, follow-up steps, accomplishments, event information, change information, and inventory related subjects.
  - Statistics regarding the number of Remedy tickets and EUC calls opened and closed within the reporting period, trouble tickets still open at the end of the period, tickets open for longer than one week with current status.

- Statistics regarding trends and frequencies in problems reported and any actions taken to address recurring problems.
- Problems hampering contractor performance of EUC operations with recommendations of any Government action required to resolve the problem.
- A continuous report of all hiring, firing, and other personnel changes, including notation of any vacancies in the established workforce level.
- Analyses and recommendations, as required, to support infrastructure decisions.
- Updates to network administration guidelines and procedures as required.
- b. The contractor shall submit a Monthly Status Report that will roll-up all statistics for the month and shall provide actual, final financial figures for the month.
- c. Quarterly Summary of hardware and software products reviewed, as well as proposed products to be reviewed in the following quarter.
- d. Ad Hoc reports on request.

### 7. Security Requirements

WGSI will meet the INS security requirements. Resumes for all potential WGSI INS employees will be submitted to the COTR.

### 8. Other Direct Costs

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

WGSI will obtain prior approval for any expenditures in excess of \$2500.00 in the aggregate.

### Part II. Service Level Agreement

Contract Number/Task Order Number: COW-7-C-0013/FOS98-003 1.

### 2. Introduction and Summary of Work covered by SLA

The purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA shall be construed as being external to the scope of the contract.

This SLA will be reviewed by both parties at a time to be designated by the COTR, at least 90 days following contract award. At that time, the contractor will have had time to analyze and make recommendations for the future operation of end user computing support and, based on the analysis and recommendations, both parties may wish to propose changes in the SLA to make it a more effective tool to measure and manage performance standards. The new SLA will go into effect 90 days following acceptance of the revision.

WGSI proposes that the new SLA go into effect the first day of the second month following acceptance of the task order revision and the completion of the transition from the incumbent contractor, or at a mutually agreeable date.

### 3. Organizations Involved

(1)

ı)		Project Manager, INS ESC	
)	Immigration	and Naturalization Service	(b)(6)
	Chester Arth		
		t, NW, Room 5120	
	Washington,		
)	Telephone:	(202) 305-2377	
	Fax:	(202) 514-0576	

- (2)
  - (a) POC Names: Usha Keene
  - (b) Location: ULLICO
  - (c) Telephone Numbers: (202) 514-7990

-

- 4. Responsibilities of Service Provider (Contractor)
- 4.1 The service provider agrees it will:

### 4.2 Performance Incentives

This SLA Task Order may include performance incentives. The table below is provided for the Contractor who is encouraged to provide measures. All measures are subject to negotiation.

 Performance measurements will begin 90 days after Task Order award. During this 90 day period, WGSI will do the following: 30 days to conduct analysis, 30 days to document the results and submit to the INS for review, and 30 days to negotiate and obtain INS concurrence.

Performance	e Incentives	<del>-</del>				
Element	Requirement	Standard	Mensurement Interval	Source	Performance Factor	Calculations
		<del></del>				
			l l	1	į.	1

### 5. Responsibilities of the End-User Organization

- 5.1 The End User Computing(EUC) organization agrees it will:
  - Provide access to the REMEDY system.
  - 2. Maintain a software maintenance agreement for the REMEDY system.
  - 3. Provide space for EUC personnel at INS Headquarters.
  - 4. Update Attachments 1 and 2 to accurately reflect the actual number of servers and applications to be supported by WGSI.

- Signatures of the Government and the Contractor's Authorized Representative 6.
  - a. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
  - b. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

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

the undersigned. Immigration & Naturalization Service Contracting Officer 5.28.98 Immigration & Naturalization Service COTR Immigration & Naturalization Service End User Computer Branch (b)(6)Service Provider Representative Signature

Service Provider Representative Signature

Attachments:

Attachment 1 – Current Servers Maintained by EUC

Attachment 2 - Current Applications Supported be EUC

Attachment 3 - Proposed Minimum Staffing Table

### Attachment 1 - 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
- HQWCCMLAB01
- 10. HQWCOUGFS01
- 11. HQWEEOGFS01
- 12. HQWEUCGFS01
- 13. HQWEUCLAB01
- 14. HQWEXMGFS01
- 15. HQWEUCNWC01
- 16. HOWHRDGFS01
- 17. HQWINVGFS01
- 18. HQWIRMAPS01
- 19. HQWIRMBCK01
- 20. HQWIRMCCM01
- 21. HQWIRMCCM02
- 22. HQWIRMCCM03
- 23. HQWIRMGFS01
- 24. HQWIRMGFS02
- 25. HQWIRMGPS03
- 26. HQWIRMGPS04
- 27. HQWIRMGFS05
- 28. HQWIRMGFS06
- 29. HQWMAILFS1
- 30. HQWMAXGFS0
- 31. HQWOIAGFS01
- 32. HQWSAVGFS01
- 33. HQWSECGFS01
- 34. HQWSIDGDB01
- 35. HQWSIDGFS01
- 36. HQWSIDSFS01
- 37. HQWSIDSFS02
- 38. HQWSIDSFS03
- 39. HQWSTFGFS01
- 40. HQWTCMGFS01
- 41. HQW01AGFS01

- 42. ULLFFMGFS01
- 43. WAOIRMGFS01
- 44. WNIDOJGFS01
- 45. WUPIRMGFS01
- 46. Finance Server (to be identified)

<sup>\*</sup>As the number of servers increases, it may become necessary to reevaluate staffing levels.

### Attachment 2 - Current Applications Supported by EUC - COTS

- 1. Lotus Smart Suite
- 2. cc:Mail 6/8
- 3. Erols 2.01
- 4. MsProject
- 5. PCANYWHERE
- 6. MS Office 95/97
- 7. TCP/IP
- 8. WIN 95
- 9. Windows 3.1
- 10. ACCESS 4.2
- 11. cc:Mobile
- 12. McAfee
- 13. Netscape Browser
- 14. PCPlus
- 15. WP5.1
- 16. WP6.0
- 17. WP6.1
- 18. DOS6.2
- 19. MGMTrak
- 20. NWClient
- 21. Procomm
- 22. Westlaw
- 23. Castelle
- **24. EOIR**
- 25. Internet Explorer
- 26. MSOffice
- 27. REMEDY
- 28. SIMPC
- 29. WIN2NCS
- 30. MSExchange

<sup>\*</sup>As the number of servers increases, it may become necessary to reevaluate staffing levels.

## Attachment 3 - Proposed Minimum Staffing Table (Bused on User Requirements, Servers and Applications currently supported)

Group Name	LOE	Group Work Definition
(resources)	Estimated No.	Group Work Demición
EUC	Technical Manager	Manager of all EUC activities
Management	(1)	winnager of air EOC activities
Staff		
Technical	SSA - Technical	Direct report to the TM. Responsible for
Management	Writer/Analyst with	development and documentation of processes
Support	SLA and business	and procedures, SLA's etc. Fills in for TM
	management	when necessary. Responsible for Problem
·	background. (1)	Management Analysis for EUC services.
	Technical Writer (1)	Supports the EUC management by creating
		formal documents and contractually required
		deliverables.
•		
	D- / / /	
	Secretary (1)	Supports all administrative functions of the
INS HQ SID		PMO.
Operations	Logistian Consisting	D
Operations	Logistics Specialist - (1)	Provides support to the HQ Operations
	(1)	Center Manager in planning facilities and
		logistic requirements, site surveys and
		equipment installation for the controlled facilities which house INS servers
		telecommunications and mainframe equipment. Will plan and coordinate with the
		Project Management team, INS Facilities
		Staff(Electrical, Engineers, Cabling).
LAN/Server	CNE (4)	Sr. Level certified engineers who manage,
Administration	, ,	administrate, install, move and support all of
		the LAN equipment. Works and interfaces
		with Engineering Solutions. Responsible for
		monitoring forecasting network capacity.
	SA (2)	Senior Level to perform support, upgrades,
		troubleshooting, agency wide of systems and
		servers. Maybe required to travel to clients
		sites. Work closely with Computer
		Specialists and respond to Remedy Tickets.
	SNA (1)	Responsible for support and trouble
		shooting, backups. Responds to Remedy
		tickets. Responsible for LAN to WAN
		connections.

AWES -	SSA (2)	I Transition
Electronic Mail	55A (2)	Team Supervisor - Senior Level support who
Administration		provides direction to the team and interfaces
and Agency		with Project Management and Engineering
Wide Support		Solutions.
зарриг	SA (3)	Senior Level to perform support, upgrades,
		troubleshooting, agency wide of systems and servers. Maybe required to travel to clients sites. Work closely with Computer Specialists and respond to Remedy Tickets.
	Senior Computer Specialist (1) Certified Network Engineer (1)	Provide senior level user support and trouble shooting form mail systems. Respond to Remedy tickets.
	Mid-Level Computer Specialist (2) Jr.Computer Specialist (1)	Provide mid- level user support and trouble shooting for mail systems. Respond to Remedy tickets
Desktop Support	SSA(2) SA (4)	SR Level staff person who supports the COTS Desktop Applications referenced in the FOS/HM Task. Must provide technical guidance to Computer Specialist and respond to Remedy tickets.
	Senior Computer Specialist (3)	Sr. Level specialist in a wide variety of the COTS Desktop Applications. Is responsible for responding to Remedy tickets.
	Mid Level Computer Specialist (5)	Mid Level specialist in a wide variety of the COTS Desktop Applications. Is responsible for responding to Remedy tickets.
	Jr. Computer Specialist (2)	Jr. Level specialist in a wide variety of the COTS Desktop Applications. Is responsible for responding to Remedy tickets. My assist with preparing Hardware for roll-out or excess to Inventory.
Off-site Support		These positions are currently EUC positions but resources are dedicated full time to the following locations
	Certified Network Engineer (1)	Intelligence - Dedicated
	Sec(1)	i

		;
	SNA (1)	Forensics Document Laboratory - Dedicated
	TS(1) SNA(2)	ULLICO - Dedicated
ļ <del></del>		
Engineering Solutions and Analysis	CNE (1)	Sr. Level certified engineer with knowledge of current INS systems who's primary responsibility is to develop working solutions using emerging technologies. Responsible for testing both COTs and INS developed applications prior to roll-out.
		Provides recommendation documents to INS
	Net. Spec (1)	Prevent or correct chronic system problems.  Responsible for researching and troubleshooting Network engineering solutions and providing recommendations documents
	Soft Apps Spec (1)	Responsible for researching, troubleshooting and testing applications and providing recommendations documents.
	ADP Hardware Engineer (1)	Responsible for researching, troubleshooting and testing applications and providing recommendations documents.
	Database Administrator (1)	DBA to support applications development and central data repositories.
FAT Team	CNE (2) SNA (4)	The FAT team primary responsibility is to provide temporary support to the field in an as needed basis. When not in the field, they
	SSA (1)	supplement the EUC staff in Desktop and LAN Support.

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Washington, D.C. 20536		Washington, D.	r.w.,	ROOM 22 1536	Ua		
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B. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State	e and 2IP Code) TIN:	411571110	PQ PA.	AMENITALENT	OF SOLICITATION	VIII.	
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11. THIS I	TEM ONLY APPLIES	TO AMENDMENTS OF	FSOLIC	<b>ITATIONS</b>			
The above numbered solicitation is amended as	set forth in Item 14. The	Hour and date specified for	receipt of	Offers [	] is extende	id, 🔲 🗓	s not
Offers must acknowledge receipt of this amendment (a) By completing items 8 and 15, and returning	I prior to the hour and de	ate specified in the solicitation ment; (b) By acknowledging:	ms as 10 ft	rended, by o	ne of the fol	lowing met	extended. hods:
submitted; or (c) By separate letter or telegram which ACKNOWLEDGMENT TO BE RECEIVED AT THE PL RESULT IN REJECTION OF YOUR OFFER. If by virit telegram or letter, provided each telegram or letter is specified.	MCE DESIGNATED FOR I	HE RECEIPT OF OFFERS PI	RIOR TO T	HE HOUR A	ND DATE SF	'ECIFIED M	
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(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specific CONTRACT ORDER NO. ITEM ICA.	sutherity) THE CHANGES SET	FORTH IN ITEM 14 ARE MADE IN THE		320 114 112	-IVI 14.		
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	or ran 43.103(a).	ATIVE CHANGES (auch as changes );	Paying offic	a, appropriation	date, etc.)		
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PL	IRSUANT TO AUTHORITY OF:					"	
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor X is not,	is required to sign this	document and return	<u> </u>				
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STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR \$5.243

CONTINUA	TION SHEET COM 7 C 0012 COM 0 D 001				PAGE OF
NAME OF OFFEROR	1 COM-/-C-0013 COM-R-P-021	9 000011	<u> </u>		2 2
	RNMENT SERVICES, INC				
ITEM NO.	1	<del>-   -   -   -   -   -   -   -   -   -  </del>	Ţ		
	SUPPLIES/SÉRVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
13	D302 ADP SUPPORT SERVICES	1	LO	\$200000.00	\$200000.00
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NSN 7540-01-152-6087

AMENDMENT OF SOLICITATION			1. RACTIDICOL	)t	PAGE C	OF PAGE
2. AMENDMENT/MODIFICATION NO. 000010	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE	REQ. NO.	5. PROJECT N	O. #f applicable	<u> </u>
	09/27/98	SID-8-00417.		1	,	•
Immigration & Naturalizatio	HOPRO	7. ADMINISTERED BY III othe		CODE	HQPI	<u>10</u>
Headquarters Procurement	II BVC	Immigration (	Naturalizat	ion Svc		
425 I Street, N.W., Room 22	ns	Headquarters	Procurement	Div.		
Washington, D.C. 20536	o b	425 I Street,	N.W., ROOM	2208		
,		Washington, I	D.C. 20536			
NAME AND ACCRESS OF CONTRACTOR (No., street, county		: 411571110	(X) BA. AMENDME	NT OF SOLICITATIO	EN NO.	
WANG GOVERNMENT SE						
7900 WESTPARK DRI	VE		9B. DATED (SE	Е ПЕМ 11)		
SUITE 1105	222		10A. MODIFICA	TION OF CONTRA	OT/ORDER NO	
MCLEAN, VA 22102-4	299		COW-7-			
			X COM-8-	P-0219		
Attn:	_					
(b)(6			10B. DATED (S			
· · · · · · · · · · · · · · · · · · ·	FACILITY CODE		03/10/		_	
The above numbered solicitation is amended	IS ITEM ONLY APPLIE	S TO AMENDMENTS (	OF SOLICITATIO	NS_		
The above numbered solicitation is amended fers must acknowledge receipt of this amended by completing larger \$ 200 kg.	as set forth in Item: 14. The	Hour and date specified for	or receipt of Offers	is extend	ed. 🔲	s not extende
CKNOWLEDGMENT TO BE RECEIVED AT THE ESULT IN REJECTION OF YOUR OFFER. If by legram or letter, provided each telegram or lett ecified.  ACCOUNTING AND APPROPRIATION DATA (Il required)						
RODUNIUMO MAID METERATION DATA (Frequired)	SEE BELOW	<del></del>	w	0	4000	
13 TF	IIS ITEM APPLIES ON	V TO MODIFICATION	C OF COLUMN	et Change	\$200,	<u>000.</u>
IT.	MODIFIES THE CONT	LY TO MODIFICATION RACT/ORDER NO. AS	S OF CONTRACT	IS/ORDERS	<b>3</b> ,	
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (5)	recity authority) THE CHANGES SE	T FORTH IN ITEM 14 ARE MADE IN T	HE DESCRIBED IN	II ⊑IVI 14.		
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MOU SET FORTH IN ITEM 14, PURSUANT TO THE AUTHOR	The state of the s	PATIVE CHANGES (such as change	s in paying office, approprie	tion date, etc.)		
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED IN	O PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)						
IMPORTANT: Contractor 🔀 is not,	ls required to sign this			es to the issuin	g office.	
DESCRIPTION OF AMENOMENT/MODIFICATION (Organized	by UCF section headings, including	g solicitation/contract subject mette	ruthern fearible !	<del></del>		
This modification	increases the ob	ligated amount o	f this award	from		
\$9,117,981.00 to \$	9,317,981.00 for	an increase of	\$200,000.00			
(continued)						
sept as provided herein, all ferms and conditions of the docum	ent referenced in item 9A or 10A, as	heretolore changed				
ians dichanged and in tollions and arrect.						
A NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CO	NTRACTING OFFICER	(Туре	or print}	
	·	Robert N. Beat		,		
B. CONTRACTOR/OFFEROR	15C, DATE SIGNED	168. UNITED STATES OF AME	PICAL /	<del>'</del> -	18C. DATE SK	3NED
(Signature of compa A)		BY	NNIC	اسـ		
(Signature of person authorized to sign)		(Signature of Co	ontracting Officer)			
VIOUS EDITION UNUSABLE		30-105	<b>CTANI</b>	DARD FORM		

	TION SHEET   COW-7-C-0013   COW-8-P-0219   00	0010			2 2
	OR CONTRACTOR RNMENT SERVICES, INC				
		т		<del>-</del>	
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
10	NOTE: this funding was transferred Task Order COW-8-P-0387.	1	LO	\$114000.00	\$114000.00
	Accounting: 15X8598/818D.3218.998.00		ļ   	:	
11	NOTE: This funding was transferred from Task Order COW-B-P-03B7.	1	ro	\$72000.00	\$72000.00
	Accounting: 15X8598/81SD.321S.17S.00				
12	NOTE: This funding was transferrred Task Order COW-8-P-0387.	1	LQ	\$14000.00	\$14000.00
	Accounting: 1581217/81SD.321B.847.00				
	The following information application	es to a	1	ine items	 
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NSN 7540-C1-152-8087

REF, NO. OF DOC. BE

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PAGE

### 9/24/98

Bob.

 Deobligate \$200,000 from Requisition SID-8-00424 – Network Control Center Support, Task Order # 8, of WANG Contract (COW-7-C-0013). Apply the \$200,000 to Task Order 7, Maintenance, of WANG Contract (COW-7-C-0013) for continued support for Cisco Smartnet router maintenance.

G104 NO: 1581217/81SD.321B.847.00 \$14,000 \$104 NO: 15X8598/81SD.321S.17S.00 \$72,000 \$114,000 \$15X8598/81SD.321S.99S.00 \$114,000 \$15X8598/81SD.321S.99S.00

 Deobligate \$740,000 from Requisition SID-8-00595 – Field Operations Support Task Order #5 on WANG Contract (COW-7-C-0013). Apply the \$740K to Program Management Task Order #1 on the WANG Contract (COW-7-C-0013) to cover expenses for program management office.

G104 NO: 1581217/81SD.111C.14C.00 \$11,292 G104 NO: 15x8598/81SD.321S.14S.00 \$175,370 G104 NO: 15x8598/81SD.321S.91S.00 \$553,338

Thanks,

Mike Mickaliger 76058

2. AMÉMOMENT/MODIFICATION NO.	N/MODIFICATION OF			PAGE OF PAGE
	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE	NO.	S. PMOJEOT NO. (If applicable)
000009	See Block 16C	SID-8-00275		, , ,
Immigration & Naturalization		7. ADMINISTERED BY OF other		CODE HOPRO
Headquarters Procurement	300	Immigration &	Naturalizati	on Svc
425 I Street, N.W., Room 220	18	Headquarters	Procurement D	10.
Washington, D.C. 20536	,	425 I Street, Washington, D	N.W., ROOM 2	208
		Washington, D	.C. 20536	
NAME AND ADDRESS OF CONTRACTOR (No., Street, county,	State and 2IP Code) TIN:	411571110	(X) PA. AMENDMENT	OF SOLICITATION NO.
Wang Government ser 7900 Westpark Driv				
7900 WESTPARK DRIV SUITE 1105	Æ		98. DATED (SEE	
MCLEAN, VA 22102-42	99.		I I .	ON OF CONTRACT/ORDER NO.
• • • • • • • • • • • • • • • • • • •	33		COW-7-C	
			X COW-8-P	-0219
Attn: (b)(0	5)			
XXX	FACILITY CODE		108. OATED (SEE	
		MARRIDAGE -	03/10/9	
The above numbered solicitation is amended	SITEM ONLY APPLIES	O AMENDMENIS C		
fers must acknowledge receipt of this amendm	ent prior to the house and state	energial is the self-test		is extended. is not extended
agram or latter, provided each telegram or latte scified. CCCUNTING AND APPROPRATION DAYA (Ir required)	THE PERSON OF THE SOIL		ont, and is received pri	or to the opening hour and date
			Net	: Change 50.0
13. TH	IS ITEM APPLIES ONLY	TO MODIFICATIONS	OF CONTRACTS	ORDERS
14 17	MUDIFIED THE CONTRA	ICI/ORDER NO. ASI	DESCRIBED IN IT	EM 14.
A. THE CHANGE OFFICE IS 1900ED PURSUANT TO: 1904 CONTRACT OFFICE NO. ITEM 10A.	city authority) THE CHANGES SET PO	RITH IN ITEM 14 ARE MADE IN TH	NE .	
D. The adout an amount of course in course		<del> </del>		
B. THE ABOVE NUMBERED CONTRACT/OPDER IS MODI SET FORTH IN ITEM 14, PURBUANT TO THE AUTHORIT	FIED TO REFLECT THE ADMINISTRAT TY OF FAR 43, 103(b).	IVE CHANGES (buth as changes	in paying office, appropriatio	n date, etc.)
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO	1 OF PRO-44 100(0).	IVE CHANGES (zuch as changes	in paying affice, appropriatio	n dale, etc.)
The state of the s	1 OF PRO-44 100(0).	IVE CHANGES (such as changes	и рауінд айіся, арргоргівію	n dalu, etc.)
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO	1 OF PRO-44 100(0).	IVE CHANGES (such as changes	in paying affice, approprietio	n dals, etc.)
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C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of modification and authory)  IMPORTANT: Contractor is not,	PURSUANT TO AUTHORITY OF:  Is required to sign this do	cument and return	3 copies	to the issuing office.
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of modification and authority)  IMPORTANT: Contractor is not,  DESDRIPTION OF AMENDMENT/MODIFICATION (Dispulsed to	PURSUANT TO AUTHORITY OF:  Sign this do  y UCF session headings, including to	cument and return	3 copies	to the issuing office.
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of madification and outnoing)  IMPORTANT: Contractor is not, DESCRIPTION OF AMENDMENT/MODIFICATION (Diganized to This modification of	PURSUANT TO AUTHORITY OF:  Is required to sign this act your results the period	coment and return	of this order	to the issuing office.
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of madification and authory)  IMPORTANT: Contractor is not, Description of AMENOMENT/MODIFICATION (Digardized to This modification (September 30, 1998)	PURSUANT TO AUTHORITY OF:  Is required to sign this do yucknession meetings, including to extends the period through October 3	ocument and return initiation/corana subject maker of performance 1. 1998 Option	of this order	to the issuing office.
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  C. OTHER (Epecify type of manifestion and authory)  IMPORTANT: Contractor is not,  DESCRIPTION OF AMENDMENT/MODIFICATION (Diganized to This modification of	PURSUANT TO AUTHORITY OF:  Is required to sign this do yucknession meetings, including to extends the period through October 3	ocument and return initiation/corana subject maker of performance 1. 1998 Option	of this order	to the issuing office.
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C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of manifestion and authory)  IMPORTANT: Contractor is not, DESCRIPTION OF AMENOMENT/MODIFICATION (Digardzed & This modification of September 30, 1998 shall be effective	PURSUANT TO AUTHORITY OF:  Is required to sign this according, including to extends the period through October 3 during this exten	ocument and return initiation/correct subject magazing of performance 1, 1998. Option sion period.	of this order	to the issuing office.
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of manifestion and authory)  IMPORTANT: Contractor is not, DESCRIPTION OF AMENOMENT/MODIFICATION (Digardzed to This modification of September 30, 1998 shall be effective	PURSUANT TO AUTHORITY OF:  Is required to sign this according, including to extends the period through October 3 during this exten	ocument and return initiation/correct subject magazing of performance 1, 1998. Option sion period.	of this order	to the issuing office.
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C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of manification and authory)  IMPORTANT: Contractor is not,  DESCRIPTION OF AMENDMENT/MODIFICATION (Diganized to This modification of September 30, 1998 shall be effective shall be effective.  Performed to the form and conditions of the document unchanged and in full force and effect.	PURSUANT TO AUTHORITY OF:  Is required to sign this do your session needings, including to extends the period through October 3 during this exten  October 3 during this exten	ocument and return icitation/correct subject magazin Of performance 1, 1998. Optio Sion period.  Motore changed.  16A NAME AND TITLE OF CON ROBERT N. Beat	Copies  There leastle)  of this order  of period one	to the issuing office.  If from Tates
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of manification and authory)  IMPORTANT: Contractor is not,  DESCRIPTION OF AMENDMENT/MODIFICATION (Organized to This modification of September 30, 1998 shall be effective shall be effective.  Perfective of the document of	Pursuant to authority of:  (is required to sign this do your section needings, including to extends the period through October 3 during this extending this extending the extending this extending the extending this extending the extending this extending the extending this exte	notore changed.  168 UNITEGRATES CAMES  168 UNITEGRATES CAMES  168 UNITEGRATES CAMES	Copies  There leastle)  of this order  of period one	to the issuing office.
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO Argeoment of the parties  D. OTHER (Specify type of modification and outronty)  IMPORTANT: Contractor is not, DESCRIPTION OF AMENOMENT/MODIFICATION (Diganized to This modification of September 30, 1998 shall be effective shall be effective.  Polyage provided horsin, all terms and conditions of the docume aim unchanged and in full force and effect.  NAME AND TITLE DE SIGNER Durse of pint)	Pursuant to authority of:  (is required to sign this do your section needings, including to extends the period through October 3 during this extending this extending the extending this extending the extending this extending the extending this extending the extending this exte	ocument and return icitation/correct subject magazin Of performance 1, 1998. Optio Sion period.  Motore changed.  16A NAME AND TITLE OF CON ROBERT N. Beat	TRACTING OFFICER	to the issuing office.  If from Tates

AMENDMENT OF SOLICITATION/JODI	FICATION OF	CONTRACT	1. ACT ID CODE	Pf	AGE OF	PAGES
	TIVE DATE	4 REQUISITION/PURCHASE REQ.	NO.	5. PROJECT NO, (H.	applicabie)	
· <del></del>	5/98	SID-8-00609		,	.,	
B. ISSUED BY CODE HOPF	Ю	7. ADMINISTERED BY (If other than		CODE	HOPRO	
Immigration & Naturalization Svc		Immigration & N	aturalizati	on Svc 🗀		
Headquarters Procurement		Headquarters Pr	ocurement D	iv.		
425 I Street, N.W., Room 2208		425 I Street, N	.W., ROOM 2	208		
Washington, D.C. 20536		Washington, D.C	. 20536			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP C	code) TIN:	411571110	20 SA. AMENDMENT	OF SOLICITATION NO	D.	
WANG GOVERNMENT SERVICES,	INC					
7900 WESTPARK DRIVE			98. DATED (SEE )	TEM 11)		
SUITE 1105		· ·	10A. MODIFICATI	ON OF CONTRACT/O	PROER NO.	
MCLEAN, VA 22102-4299			COW-7-C	-0013		
			X COW-8-P	-0219		
Attn: (bV6)			108. DATED (SEE	ITEM 13I		
CODE	CODE		03/10/9	-		
11. THIS ITEM O	NLY APPLIES	TO AMENDMENTS OF			<del>-</del>	<del></del>
The above numbered solicitation is amended as set forth	in Item 14. The H	Our and date enceiting for re	maint of Office		[ is n	ot
Offers must acknowledge receipt of this amendment prior to	the hour and date	specified in the solicitation.	Or se amonded bu	is extended,	L exte	ended.
(A) Dy Completing Remark band 15, and respirate the conta	s of the amendme	and the Day and an action of the contract of t			ang memo	OB:
submitted; or (c) By separate letter or telegram which include ACKNOWI EDGMENT TO BE RECEIVED AT THE PLACE DES	s a reference to ti	ne solicitation and amendme	int numbers FAILE	intention each co	py of the o	Mer
					IFIED MAY	r
telegram or letter, provided each telegram or letter makes ref specified.	eletine in this SOlic	RESIDE AND THIS EMPROPHENT	and is received pri	ior to the opening	g hour and	date
12. ACCOUNTING AND APPROPRIATION DATA (if required)					<del></del>	
SEE BELOW			Inc	crease :	\$110000	10 00
13. THIS ITEM A	PPLIES ONLY	TO MODIFICATIONS		1/ODDEDO	\$11000C	70.00
IT MODIFIES	THE CONTRA	CT/ORDER NO. AS DE	SCRIBED IN IT	S/UNDENS,		
(X)   X, This Change Once it is issued Pursuant TO: [Specify author(tv)]	THE CHANGES SET FO	HITH IN ITEM 14 ARE MADE IN THE	COUNTRY IN II	CIVI 14.		
CONTRACT ORDER NO. ITEM TOR						
8. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLE V SET FORTH IN ITEM 14, JUHSLIANT TO THE AUTHORITY OF FAR 23.1	CT THE ADMINISTRAT	IVE CHANGES (such as changes in p	aving office, appropriate	on date etc.)		
A	02(0).			,		
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO	AUTHORITY OF:				<del></del>	
OTHER (Specify type of modification and authority)			·	<del></del>		
E. IMPORTANT: Contractor X is not. is requ					<del></del>	
and a series and a series		ocument and return	copies	to the issuing of	fice.	
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by LICF section	headings, including so	licitation/contract subject matter whe	re fessible.)			
This modification increase	es the obli	gated amount of	hio number 4	rom		
\$8,017,981.00 to \$9,117,9	<b>Bl.00</b> for a	m increase of \$1	100.000.00			
		•	, , , , , , , , , , , , , , , , , , , ,			
ACCOUNTING AND APPROPRIAT	ION DATA					
1581217/81SD.111B.844.00	\$ 5,00	0.00				
1581217/81SD.111C.09C.00	\$ 30,53	2.00				
1581217/81SD,121B,844.00	\$ 120,00					
1581217/81SD.131B.844.00	\$ 20,00					
(continued)	· •	•				
Except as provided herein, all terms and conditions of the document referenced is	n liem SA or 10A, as her	etofore changed.				
Terrialise discrazinged and in full force and effect						
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTR	ACTING OFFICER	(Type or pri	intl	<del></del> -
				, ,,		
ISO CONTRACTORIOUS ISOS		Robert N. Beaty	0			
ISB CONTRACTOR/OFFICROR	5G, DATE SIGNED	16B. UNITED TALES OF AMERIC	11/1	160	. DATE SIGNE	<u> </u>
		BY / 12/1/N	1(10	-	1 -1	-
(Signature of person authorized to sign)		[Signature of Contra	ling Officer)	9	10/9	<i>f</i>
NSN 7540-01 152 8070 PREVIOUS EDITION UNUSABLE	_	30-105		ARD FORM 30	0 /PEV -	O Day
Working Conv			Prescribed	DI FORM SU By GSA, FAR (48 CFR)	∪ (MEV. 1 )53.243	v- <del>0</del> 3)

FIEF, NO. OF DOC. BE ONTO. CONTINUATION SHEET COW-7-C-0013 COW-8-P-0219 000008 NAME OF OFFEROR OF CONTRACTOR WANG GOVERNMENT SERVICES, INC ITEM NO. SUPPLIES/SERVICES QUANTITY UNIT PRICE THUMMA 1581217/81SD.151B.844.00 25,000.00 ;1581217/81SD.321B.844.00 \$ 232,000.00 15X8598/81SD,3218,098.00 647,468.00 \$ 1581217/81SD.381B.844.00 \$ 10,000.00 1581217/81SD.531B.844.00 \$ 10,000.00 \$1,100,000.00 9 D302 1 LO \$1100000.00 \$1100000.00 ADP SUPPORT SERVICES FOB: Destination

NSN 7540-01-152-8067

AMENDMENT OF ACTION						
	ATION/MODIFICATION		1, CUIN ACTID COD	E	PAGE I	OF PAGE
2. AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE DATE 09/07/98	4. REQUISITION/PURCHAS	BE REQ. NO.	5. PROJECT N	O. If applicat	Me)
8. ISSUED 6Y	COOE HOPRO	81D-8-00587		<u> </u>	-	
Immigration & Naturalizat	<u> </u>	7. ADMINISTERED BY (If of Immigration	herihan Kemis) & Naturalizat	ion Syc	HO	-KU
Headquarters Procurement		_	Procurement			
425 I Street, N.W., Room	2208		t, N.W., ROOM			
Washington, D.C. 20536			D.C. 20536			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, or	outside State and ZID Coules TOTA	 	Las Taxasana			
WANG GOVERNMENT		1. 4113/11#0	(X) BA. AMENDME	NT OF SOLICITATI	ON NO.	
7900 WESTPARK D	• •		98. DATED (SI	E ITEM 11)		
SUITE 1105			10A. MODIFIC	ATION OF CONTR	ACT/ORDER	NO,
MCLEAN, VA 22102	2-4299		COW-7~	C-0013		
			X COW-8-	P-0219		
	b)(6)					
Accii.			10B. DATED (5	•		
00DE	FACILITY CODE		03/10/			
						. in e-4
The above numbered solicitation is ame	ended as set forth in from 14. It	he Hour and dats specified	d for receipt of Offers	is exten	ded, 🗀	is not extende
Offers must acknowledge receipt of this ame						
<ul> <li>(a) By completing items 8 and 15, and return submitted; or (c) By separate letter or telegreen.</li> </ul>	ning copies of the amen	ndment; (b) By acknowledg	ging receipt of this ame	indment on ea ii libe de voi	ich copy of	the offer
ACKNOWLEDGMENT TO BE RECEIVED AT	THE PLACE DESIGNATED FOR	R THE RECEIPT OF OFFER	RS PRIOR TO THE HOL	IR AND DATE	SPECIFIE	MAY
RESULT IN REJECTION OF YOUR OFFER.	If by virtue of this amendment	you desire to change an or	ffer already submitted.	such chance :	may be mi	de hv
telegram or letter, provided each telegram or specified.	Striction in system tales succer in this	Bolicitation and this amen	ament, and is received	prior to the o	ening hou	ir and date
12. ACCOUNTING AND APPROPRIATION DATA (If require	1					
15X8598/81D5 3				let Chang		50,00
10	3. THIS ITEM APPLIES OF	NLY TO MODIFICATION	ONS OF CONTRAC	TS/ORDER	RS,	
(X) A THIS CHANGE ORDER IS ISSUED PURSUANT	IT MODIFIES THE CON			ITEM 14.		
(X) A THIS CHANGE ORDER IS ISSUED PURSUANT CONTRACT CHIEF NO, ITEM 10A.	(C) Specify aninomy) (HE CHANGES \$	SET FORTH IN ITEM 14 ARE MADE	IN THE			
				iation date atc )		
B. THE ADOVE NUMBERED CONTRACT/ORDER	IS MODIFIED TO REFLECT THE ADMINIS	STRATIVE CHANGES (auch as cha				
B. THE ADOVE NUMBERED CONTRACT/ORDER X SET FORTH IN ITEM 14, PURSUANT TO THE AL	IS MODIFIED TO REFLECT THE ADMINIS LITHORITY OF FAR 43, 103(b).	STRATIVE CHANGES (auch as cha	nges in paying bince, approp			
	LITHORITY OF FAR 43.103(b).		nges in paying pance, approp			<del>.</del>
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Working Copy

AMENDMENT OF SO	DLICITATION/MOD	IFICATION OF	CONTRACT	I CasaNeer of H.J. A.J.O.,	1 2
, AMEMDMENT/MODIFICATION NO.		CTIVE DATE	4. REQUISITION/PURCHASE REQ	.1	5. PROJECT NO. (N applicable)
000006		24/98	ISD-8-00031		1
LISSUED BY	CODE HOI	RO	7. ADMINISTERED BY (If other than	•	CODE HOPRO
Immigration & Natur			Immigrátion & N		
Headquarters Procure	ement		Headquarters Pi		=
425 I Street, N.W.,	Room 2208		425 I Street, 1	N.W., ROOM ?	208
Washington, D.C. 2	0536		Washington, D.(	C. 20536	
					•
B. NAME AND ADDRESS OF CONTRACTOR (	No., street, county, State and Zif	Code TIN: 4	11571110	(X) BA. AMENDMEN	IT OF SOLICITATION NO.
WANG GOVER	NMENT SERVICES	, INC		<b>□</b> }	
7900 WEST	PARK DRIVE			98. DATED (SEE	(TEM 11)
SUITE 1105				10A, MODIFICA	TION OF CONTRACT/ORDER NO.
MCLEAN, VA	22102-4299			COW-7-0	C-0013
·				X COW-8-1	<del>-</del>
					. 0223
Attn:	[ (Б)(6) }			108. DATEO (SE	CC (TCAL+c)
	1	The state of the		03/10/	•
.:56E		LTV CODE		′	
			TO AMENDMENTS OF		<u> </u>
The above numbered solicitation					is extended, is not extended.
Offers must acknowledge receipt of	of this amendment prior	to the hour and dete	specified in the solicitation	n or as amended, b	y one of the following methods:
(a) By completing items 8 and 15,	and returning co	ples of the amendms	int; (b) By acknowledging r	eceipt of this amer	ndment on each copy of the offer
submitted; or (c) By separate lette	r or telegram which inclu	ides a reference to the	ne solicitation and amendm	ent numbers. FAil	LURE OF YOUR
ACKNOWLEDGMENT TO BE REC RESULT IN REJECTION OF YOUR	CERED AT THE PLACE D	ESIGNATED FOR TH	le riecele for Offers Pr	RIOR TO THE HOU	R AND DATE SPECIFIED MAY
telegram or letter, provided each t	torren. II by virus of t bleoram or letter makes	reference to the solic	ussits to charge an oner a ditation and this amendmen	rready submitted, s It and is received a	such change may be made by
specified.				14 14 14 14 14 14 14 14 14 14 14 14 14 14	siles to the opening floor aftercate
12. ACCOUNTING AND APPROPRIATION DA	TA (If required)				
				Ne	et Change +\$63253.00
	13. THIS ITEM	APPLIES ONLY	TO MODIFICATIONS		
	IT MODIFI	ES THE CONTRA	CT/ORDER NO. AS C	DESCRIBED IN	ITEM 14
(X) A. THIS CHANGE ORDER IS ISSUED					11211117.
CONTRACT ORDER NO. ITEM 10A					
B. THE ABOVE NUMBERED CONTRA	CT/ORDER IS MODIFIED TO PE	FLECT THE ADMINISTRAT	(NE CHANGES (such as changes in	paving office, sperceris	trico date etc l
X SET FORTH IN ITEM 14, PURSUAN	II' TO THE AUTHORITY OF FAR	43.103(b).	<b>_</b>		
C, THIS SUPPLEMENTAL AGREEMEN	NT IS ENTERED INTO PURSUAN	T TO AUTHORITY OF	<del></del>	·	
D. OTHER (Specify type of modification	os and authorité		· · · · · · · · · · · · · · · · · · ·		<u> </u>
b. Other (specify type of mountaine	on and anthony,				
E. IMPORTANT: Contracto	or 🔼 Isnot, 🔲 isn	equired to sign this d	ocument and return	copi	ies to the issuing office.
A A CONTRACTOR OF THE CONTRACT					
14. DESCRIPTION OF AMENDMENT/MODIFI				from feesible.)	
			ated amount from	\$7,784,728	.00 to
\$1,107,90	1.00 for a tot	ai increase (	or \$63,253.00		
(continue	ıd)				
•	=	oed in Nem SA or 10A, as he	metofore changed.		
(CONTINUE Except as provided herein, all terms and con- remains unchanged and in full force and effe	ditions of the document referen	sed in Ilem BA or 10A, as he	nstofore changed,		
Except as provided herein, all terms and con-	ditions of the document referen	sed in liem BA or 10A, as he	metafore changed,	ITFACTING OFFICER	(Type or print)
Except as provided herein, all terms and con- remains unchanged and in full force and effe	ditions of the document referen	ed in liem 9A or 10A, as he		ITRACTING OFFICER	(Type or print)
Except as provided herein, all terms and con- remains unchanged and in full force and effe	ditions of the document referen	ed in liem SA or 10A, as he			(Type or print)
Except as provided herein, all terms and con- remains unchanged and in full force and effe	ditions of the document referen	ed in Item 8A or 10A, as he	18A. NAME AND TITLE OF CON	y a	
Except as provided herein, all terms and con remains unchanged and in full force and effs 15A. NAME AND TITLE OF SIGNER	ditions of the document referen		18A NAME AND TITLE OF COM- Robert N. Beat 189 JUNIED STATES OF AMERI	y a	(Type or print)  18C. DATE SIGNED
Except as provided herein, all terms and con remains unchanged and in full force and effs 15A. NAME AND TITLE OF SIGNER	ditions of the document reference. (Type or print)		18A NAME AND TITLE OF COM	N. CA	

(Signature of person authorized to sign)
NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR (48 CFR \$1243

	ATION SHEET COW-7-C-LU13 COW-8-P-0219	000006			2 2
	ERNMENT SERVICES, INC	•			
EM NO.	SUPPLIES/SERVICES	CHANTITY	LINIT	UNIT PRICE	AMOUNT
7	J036 MAINT. REPAIR, REBUILDING OF EQUIP. SPECIAL INDUSTRY	1	LO	\$63253.00	\$63253.00
	FOB: Destination			ì	
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					,
					:

AMENDMENT OF SOLICITATION,			-	TACTIC CODE		
	JDIFICATION OF		Ĺ	RACT ID CODE	$\perp^1$	OF PAGES
ALE WORLD   HOUSE OF THE STATE OF	3. EFFECTIVE DATE 07/21/98	4. REQUISITION/PURCHASE REC	NO.	5. PHOJECT	NO. (If applicab	lej .
000005	HOPRO	7. ADMINISTERED BY (If other the	s item 6	1	e HQP	RO
Immigration & Naturalization S		Immigration &				
Headquarters Procurement		Headquarters P	rocu	rement Div.		
425 I Street, N.W., Room 2208		425 I Street,	N.W.	, ROOM 2208		
Washington, D.C. 20536		Washington, D.	c.	20536		
NAME AND ADDRESS OF CONTRACTOR (No., street, county, State		411571110	<b>X</b> 9	NA. AMENOMENT OF SOLICITAT	DON NO.	
WANG GOVERNMENT SERVI 7900 WESTPARK DRIVE	CEB, IMC			98. DATEO (SEE (TEM 11)		
SUITE 1105				10A. MODIFICATION OF CONTE	ACT/ORDER	<b>10</b> .
MCLEAN, VA 22102-4299	•		1	COW-7-C-0013		
·			x	COW-8-P-0219		
Attn: (b)(	6)			10B. DATED (SEE ITEM 13)		
00€	FACILITY CODE		1	03/10/98		
11. THIS I	TEM ONLY APPLIES	TO AMENDMENTS O	FSO	LICITATIONS	-	
NCKNOWLEDGMENT TO BE RECEIVED AT THE PLI RESULT IN REJECTION OF YOUR OFFER. If by virtual elegram or letter, provided each talegram or letter a specified.	ue of this amendment you	desire to change an offer a	beerle	y submitted, such change	may be ma	ade by
PROTEINS  ACCOUNTING AND APPROPRIATION DATA (If required)				· · · · · ·	<u> </u>	
				Net Chan		\$0.0
		TO MODIFICATIONS ACT/ORDER NO. AS			irs,	
A. THIS CHANGE ORDER IS ISSUED PLASUANT TO: (Specific CONTRACT ORDER NO. ITEM 10A.	y authority) THE CHANGES SET F	ORTH IN ITEM 14 ARE MADE IN TH	IE .			
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIE SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY		ATIVE CHANGES (such as changes	in <b>pay</b> in	g office, appropriation date, etc.)		
C. THIS SUPPLEMENTAL AGRICEMENT IS ENTERED INTO PL	URSUANT TO AUTHORITY OF:					
C. CT III Co M. L Al wastell stick and a bloody				······································		
D OTHER (Specify type of modification and authority)						
	ie required to sign this	document and return		conice to the let	tulno office	
E. IMPORTANT: Contractor 🔼 is not,	is required to sign this		where I	copies to the las	suing office	
E. IMPORTANT: Contractor 🔼 is not,	DCF medion headings, including nreases the obli	solicitation/contract subject matter gated amount of	thi	Sorder from	Suing office	
E. IMPORTANT: Contractor [X] is not, [IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	INCF medion headings, including nreases the obli,704,728.00 for	solicitation/contract subject matter gated amount of an increase of a	thi	s order from 00,00.00	suing office	
E. IMPORTANT: Contractor  is not,   DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by This modification in \$4,204,728.00 to \$7.  (CONTINUED)  Except as provided herein, all terms and conditions of the document	INCF medion headings, including nreases the obli,704,728.00 for	solicitation/contract subject matter.  gated amount of an increase	thi	s order from 00,00.00	Suing office	
E. IMPORTANT: Contractor [X] is not,  4. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by This modification in \$4,204,728.00 to \$7.  (CONTINUED)  Except as provided herein, all terms and conditions of the documentermans unchanged and in full force and effect	INCF medion headings, including nreases the obli,704,728.00 for	heresofore Changed,  168. UNITED STATES OF AM  168. UNITED STATES OF AM  169. UNITED STATES OF A	this, 5	s order from 00,00.00	(Τγρε οι ρώπι)	ITE SIGNEO
CONTINUED  (CONTINUED)  (CONTINUED)  Except as provided herein, all terms and conditions of the document emains unchanged and in full force and effect  (Type or print)	INCF section headings, including nreases the obli, 704,728.00 for the control of	noticitation/contract subject matter  gated amount of an increase of a  herewhore changed,  18A NAME AND TITLE OF CO.  Robert N. Beat	thi 33,5	TING OFFICER	(Τγρε οι ρώπι)	

M NO.	SUPPLIES/SERVICES	CALIANTITY	UNIT	UNIT PRICE	AMOUNT
6	Accounting and Appropriation Data 1581217/81SD.111B.844.00 \$ 56,287.00 1581217/81SD.111U.09U.00 \$ 252,888.00 1581217/81SD.121B.844.00 \$ 414,354.00 1581217/81SD.131B.844.00 \$ 130,113.00 1581217/81SD.151B.844.00 \$ 196,689.00 15X8598/81SD.151K.09K.00 \$ 377,780.00 1581217/81SD.171B.844.00 \$ 16,684.00 1581217/81SD.221B.844.00 \$ 16,375.00 1581217/81SD.321B.844.00 \$ 9,630.00 1581217/81SD.321B.844.00 \$ 19,675.00 15X8598.81SD.321K.09K.00 \$ 967.00 15X8598.81SD.321K.09K.00 \$ 967.00 15X8598.81SD.321S.09S.00 \$1,809,024.00 15X1219/81SD.361W.09W.00 \$ 5,243.00 1581217/81SD.381B.844.00 \$ 46,162.00 15X8598/81SD.381K.09K.00 \$ 13,878.00 1581217/81SD.531B.844.00 \$ 134,551.00 FOB: Destination	1.	LO	UNIT PRICE \$3500000.00	\$3500,000,00
					-

AMENDMENT OF SOLICITATIO	.JDIFICATION OF	CONTRACT	PACT ID CODE	PAGE OF
2, AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE	O NO	TS PROJECTNO (I analysis)
000004	07/06/98	SID-8-00416		5. PROJECT NO. (If applicable)
a ISSUED BY CODE	HOPRO	7. ADMINISTERED BY (If other th	an Kem &	CODE HOPRO
Immigration & Naturalization	SVC	Immigration &		
Headquarters Procurement		Headquarters P		
425 I Street, N.W., Room 2208		425 I Street,		
Washington, D.C. 20536		Washington, D.		
8. NAME AND ADDRESS OF DONTRACTOR (No., street, county, Sta	te and ZIP Code) TIN:	411571110	(X) BA. AMENDMEN	NT OF SOLICITATION NO.
WANG GOVERNMENT SERV	ICES, INC			
7900 WESTPARK DRIVE	•		99. DATED (SE	E ITEM 11)
SUITE 1105			10A. MODIFICA	TION OF CONTRACT/ORDER NO.
MCLEAN, VA 22102-429	9		COW-7-	C-0013
			X COW-8-	P-0219
			1 1	
Attn: (b)	<b>(6)</b>		10B. DATED (SI	EE ITEM 13)
CODE	FACILITY CODE		03/10/	98
11. THIS	ITEM ONLY APPLIES	TO AMENDMENTS O	E SOLICITATIO	NS .
☐ The above numbered solicitation is amended a				is extended, is not
Offers must acknowledge receipt of this amendmen				
telegram or letter, provided each telegram or letter specified.  12. ACCOUNTING AND APPROPRIATION DATA (If required)	manda tamenca so tria son	citation and this amendme		•
			N	et Change #50000.00
13. THIS	SITEM APPLIES ONLY	TO MODIFICATIONS	S OF CONTRAC	TS/ORDERS
IT M	ODIFIES THE CONTR	ACT/ORDER NO. AS	DESCRIBED IN	ITEM 14.
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Spec CONTRACT ORDER NO. ITEM 16A.	ify authority) THE CHANGES SET F	ORTH IN ITEM 14 ARE MADE IN TO	HE	
S. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIF X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY	ED TO REPLECT THE ADMINISTRA ( OF FAR 43.103(b).	TIVE CHANGES (such as changes	in paying office, appropri	alion date, etc.)
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO F	PURSUANT TO AUTHORITY OF			
D. OTHER (Specify type of modification and authority)				
	· · · · · · · · · · · · · · · · · · ·			
E. IMPORTANT: Contractor X is not,	is required to sign this o	locument and return	сор	ias to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by				
This modification i	ncreases the obl	igated amount of	f this order	from
\$3,704,728.00 to \$4	,204,728.00 for	an increase of a	\$500,000.00	
Accounting/Appropri				
1581217/81SD.111U.0				
1581217/81SD.131B.8	•			
1581217/81SD.151B.8	•			
1581217/818D.321X.0	9x.00 \$ 180,000	.00		
Except as provided herein, all terms and conditions of the document remains unchanged and in full force and effect	nt referenced in Item 9A or 10A, as h	erelolore changed,		
15A, NAME AND TITLE OF SIGNER (Type or print)	· · · · · · · · · · · · · · · · · ·	184 MARIE BURTON FOR FOR	NITE AND IN COLUMN	
		16A, NAME AND TITLE OF CO	MI MAGTING OFFICER	(Type or print)
		Robert No Beat	tu	
15B, CONTRACTOR/OFFEROR	15C DATE SIGNED	18B. UNITED STATES OF AM		
Committee and the state of the	I-PA (WIE SKINED	100. UNITED STATE TO AM	1) / 1	16C. DATE SIGNED
Rigority of Courses a disorder de site		9/10/1	1/5/	2/4/50
(Signature of person authorized to sign)	Γ	■ / L (Signature of C)	ontracting Officer)	1 -1 = -

NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR (48 CFR) 33,243

	- <del> </del>			· · · · · · · · · · · · · · · · · · ·
AMENDMENT OF SOLICITATION			JTRACT ID CODE	PAGE OF PAGE
AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ	, NO.	5. PROJECT NO. (If applicable)
000003 SISSUED BY COO	07/02/98 HOPRO	ISD-8-00027 7. ADMINISTERED BY (# other the	line of	1/2/2/2/2
Immigration & Naturalization		Immigration & N	,	CODE HOPRO
Headquarters Procurement	2.0	Headquarters Pi		
425 I Street, N.W., Room 220	8	425 I Street, t		
Washington, D.C. 20536		Washington, D.C		
NAME AND ADDRESS OF CONTRACTOR (No., street, county, S		411571110	(X) BA. AMENDMEN	FOF SOUCITATION NO.
WANG GOVERNMENT SER	·			
7900 WESTPARK DRIV	E		98. DATED (SEE	·
MCLEAN, VA 22102-42	99		COW-7-C	ION OF CONTRACT/ORDER NO.
, , , , , , , , , , , , , , , , , , , ,	••		X COW-8-P	<del>_</del>
			-   50% 5 1	0215
Attn:	<b>Ь)(6)</b>		108, DATED (SEI	EITEM 13)
CODE	FACILITY CODE	- · · · · · · · · · · · · · · · · · · ·	03/10/9	•
11. THIS	TEM ONLY APPLIES	TO AMENDMENTS OF	SOLICITATION	<u>s</u>
Offers must acknowledge receipt of this amendming (a) By completing Items 8 and 15, and returning submitted; or (c) By separate letter or telegram with ACKNOWLEDGMENT TO BE RECEIVED AT THE 1 RESULT IN REJECTION OF YOUR OFFER. If by valeigram or letter, provided each telegram or letter.	copies of the amendm nich includes a reference to PLACE DESIGNATED FOR T intue of this amendment you	nent; (b) By acknowledging r the solicitation and amendm HE RECEIPT OF OFFERS PF udesire to change an offer al	eceipt of this ameni ent numbers, FAIL BOR TO THE HOUR ready submitted as	dment on each copy of the offer URE OF YOUR I AND DATE SPECIFIED MAY Inh change may be made by
specified.  2. ACCOUNTING AND APPROPRIATION DATA (if required)			****	
1581217/81SB.331X.X3	9.42		Ne	t Change \$96,000.00
		Y TO MODIFICATIONS	OF CONTRACT	S/ORDERS
ıtı	MODIFIES THE CONTR	ACT/ORDER NO. AS E	ESCRIBED IN I	TEM 14.
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specific CONTRACT ORDER NO. ITEM 10A.	ecify authority) THE CHANGES SET	FORTH IN ITEM 14 ARE MADE IN THE		
8. THE ABOVE NUMBERED CONTRACT/ORDER IS MODE	SIED TO BEEL COTTUE ACMINISTR	ATRIC CHANGES (	<u>.</u>	
X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORIT	TY OF FAR 43.103(b).	WINE CUMMISS (2004 92 CUBUGES (U	paying office, appropriat	ion date, etc.)
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO	PURSUANT TO AUTHORITY OF:	· .	<del></del>	
	·			
D. OTHER (Specify type of modification and authority)				
. IMPORTANT: Contractor IX is not,	is required to sign this	document and return	copie	es to the issuing office.
4. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized	by LCF section, headings, including	solicitation/contract subject matter w	here feasible.)	<u> </u>
fourth quarter fun	DING FOR MICROLOG	EQUIPMENT		
This modification \$3,608,728.00 to \$	increases the obl 3,704,728.00 for	igated amount of an increase of \$9	this order	from
	·			
	·			
(continued)	·			
except as provided herein, all terms and conditions of the docum	ent referenced in Hern SA or IQA, as	berefotore changed,		
Except as provided herein, all terms and conditions of the docum emains unchanged and in full force and effect.	ent referenced in Item 9A or 1QA, as		GACTING OFFICE	
Except as provided herein, all terms and conditions of the docum emains unchanged and in full force and effect.	ent referenced in Hem 9A or 1QA, as:	livertoring changed,	FACTING OFFICER	(Type or print)
Except as provided herein, all terms and conditions of the docum remains unchanged and in full force and effect.	ent referenced in Hem SA or IQA, as l			(Type or print)
Except as provided herein, all terms and conditions of the docum remains unchanged and in full force and effect.	ent referenced in Item 9A or 10A, as 15C. DATE SIGNED	16A. NAME AND TITLE OF CON		(Type or print)
Except as provided herein, all terms and conditions of the docum remains unchanged and in full force and effect.  15A. NAME AND TITLE OF SIGNER (Type or print)		168. NAME AND TITLE OF CON ROBERT N. Beaty 168. UNITED STATES OF AMERICA		1,
Except as provided herein, all terms and conditions of the docum remains unchanged and in full force and effect.  15A. NAME AND TITLE OF SIGNER (Type or print)		18A. NAME AND TITLE OF CON	N S	1,

Working Copy

		/TRACT ID CODE PA	105 05 1
AMENDMENT OF SOLICITATION DIFICATIO		l ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	AGE OF PAGES
2. AMEMDMENT/MODIFICATION NO. 3. EFFECTIVE DATE See Block	4. REQUISITION/PURCHASE REC	NO. 5. PROJECT NO. (IF	epp#cable)
4. ISSUED BY CODE HOPRO	7. ADMINISTERED BY (if other the		-
Immigration & Naturalization Svc		Naturalization Syc	норко
Headquarters Procurement	Headquarters P	ocurement Div.	
425 I Street, N.W., Room 2208	425 I Street,	N.W., ROOM 2208	
Washington, D.C. 20536	Washington, D.	20536	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	IN: 411571110		
WANG GOVERNMENT SERVICES, INC	IM. WILLTILLU	(X) 9A. AMENOMENT OF SOLICITATION N	<b>o</b> .
7900 WESTPARK DRIVE		98. DATED (SEE ITEM 11)	<del></del>
SUITE 1105		19A. MODIFICATION OF CONTRACT/C	PRDER NO.
MCLEAN, VA 22102-4299		COW-7-C-0013	
		X COW-8-P-0219	
Attn:			
(h)(6)	<u></u> -	10B. DATED (SEE ITEM 13) 03/10/98	
	LIES TO AMENDMENTS OF	1 1	
The above numbered solicitation is amended as set forth in item 14.	The Hour and data encertised for	ROSINI Of Office Control of the cont	is not
Offers must acknowledge receipt of this amendment prior to the hour ar	nd date specified in the solicitation	Or as amended, by one of the follow	extended.
(a) by completing items 8 and 15, and returning copies of the an	nendment: (b) By acknowledging a	rapine of this amount	opy of the offer
ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED I	TOP TO THE SOLICITATION AND AMERICA FOR THE RECEIPT OF OFFICE OF	ent numbers, FAILURE OF YOUR	
THE SOLUTION OF TOUR OFFICE, IT DOVING OF THIS AMANDMA	int you desire to bhance or offer of	recorder on the military in the second and the seco	
talegram or letter, provided each telegram or letter makes reference to t specified.	he solicitation and this amendmen	t, and is received prior to the openin	g hour and date
12. ACCOUNTING AND APPROPRIATION DATA (if required)		44.	- O F.C.
		Net Change 4	84,72 86.66
13. THIS ITEM APPLIES	ONLY TO MODIFICATIONS	OF CONTRACTS/ORDERS,	
(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGE	ONTRACT/ORDER NO. AS D	ESCRIBED IN ITEM 14.	
X CONTRACT ORDER NO. ITEM ICA. Agreement of the par	ties		
THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADM SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).	INISTRATIVE CHANGES (such as changes in	paying office, appropriation date, etc.)	
The rest at 100 to 112 not 10 his rest at 100 to 1		· 	
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY	OF;		
D. OTHER (Specify type of modification and authority)		<u> </u>	
	M.		we:
E. IMPORTANT: Contractor is not. Is required to sign	n this document and return	2	
= 1 to the standard to sign		copies to the issuing or	ffice.
14. DESCRIPTION OF AMENDMENT/MODIFICATION [Organized by UCF section headings, not this modification adds maintenar	studing solicitation/contract subject marter wi	ere feasible.)	-
the attached Statement of Work	and Wang Government S	in accordance with	
proposal, dated March 12, 1998,		ervices, Inc.	
This modification also increases	the obligated amoun	t of this order	
from \$3,124,000.00 to \$3,608,728	3.00 for an increase	of \$484,728.00.	
(continued)			
Except as provided harein, all lerms and conditions of the document referenced in Item 9A or 8 remains unchanged and in full force and effect.	DA, as herelofoie changed,		
15A. NAME AND TITLE OF SIGNER (Type 3/ prim)	16/A, NAME AND TITLE OF CONT	PACTING OFFICER (Type of the	aint)
		RIGHING OFFICER (Type or pi	iriy
15B. CONTRACTOR/OFFEROR 18C DATE SIG	Robert N. Beaty		
18G. DATE SIG	NED 188, UNITED STATES OF AMERIC	180	C. DATE SIGNED
(Signature of person authorized to sign)	BV C Q/V	71	1:100
NSN 7540-01-102-8070	Signature of Contr 30-105		77/78
PREVIOUS EDITION UNUSABLE		STANDARD FORM 3 Prescribed by GSA, FAR (48 CHR	∪ (MEV. 10-83) g 53.243

	REF. NO, OF DOX NG CONTO,				PAGE OF
	TION SHEET COW-7-C-0013 COW-8-P-0219 00	0002			' ' '
VAME OF CHIEROR	ONGERNAMATOR				2 2
WANG GOVE	RNMENT SERVICES, INC				Y.
ITEM NO.	Suppués/services	AMOUNT			
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	FOB: Destination				
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NSN 7540-01-152-8067

AMENDMENT OF SOLICITATIO	DIFICATION OF	CONTRACT	VITRACT ID C	900	PAGE	OF PAGES
2. AMEMOMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE RE		Tr booten	<u> </u>	<u></u> .
000001	03/01/98	ISD-8-00017		Lesiloppe II) ON T	H <del>O</del> }	
6. ISSUED BY CODE	HQPRO	7. ADMINISTERED BY (If other th	un Item 6)		OE HQ	PRO -
Immigration & Naturalization S	VC	Immigration &	Naturaliza	tion Svc		
Headquarters Procurement		Headquarters P	rocurement	Div.		
425 I Street, N.W., Room 2208		425 I Street,	N.W., ROOM	2208		
Washington, D.C. 20536		Washington, D.	C. 20536			
a. NAME AND ADDITIONS OF CONTRACTOR (No., street, county, State	and the control of th					
WANG GOVERNMENT SERVI	and an Code) Tim: . Cre two	411571110	(X) BAL AMENDA	MENT OF SOUGH	ATION NO.	
7900 WESTPARK DRIVE	CLO, INC				<del></del> _	
SUITE 1105				SEE ITEM 11) CATION OF CONT		
MCLEAN, VA 22102-4299			j		IHAGT/OHDERA	ю.
				-C-0013		
			CO#-8	-P-0219		
			I I I I I I I I I I I I I I I I I I I	MEE ATEL 144	<u>_</u>	
CODE	FACILITY CODE	<del></del>	03/10	(SEE ITEM 13) /0.0		
11, THIS IT	<u> </u>	O AMENDMENTS OF				
The above numbered solicitation is amended as a	et forth in Item 14. The U	ON TOUR SHIP TO THE STATE OF TH	OULUITATIO			in no.
Currie tures acknowledge tecelbit of fulls swiggide byt	Prior to the hour and dose	ever arru uste specified for : Appointed in the eclipiest	eceipt of Offers	is exte	nded, []	extended.
						ethods:
submitted; or (c) By secental letter or telegram which	includes a reference to the	ne solicitation and amendm	ent numbers. F	AILURE OF YO	PARCEL CODA OL.	the offer
RESULT IN REJECTION OF YOUR DEFER. If business		E RECEIPT OF OFFERS PE	IIOR TO THE HO	UR AND DATE	E SPECIFIED	MAY .
RESULT IN REJECTION OF YOUR OFFER. If by virtuitelegram or letter, provided each telegram or letter mappedified.	Eices reference to the solic	desire to change an offer al	ready submitted	, such change	may be mad	ie by
apecified.			n'en un to techniste	a buor so sue c	spening hour	and date
2. ACCOUNTING AND APPROPRIATION DATA (frequired)					<del></del>	
<u>1581217/81SB.331X.X39</u>				Net Chang	ge \$124,0	00.00
13. THIS (	TEM APPLIES ONLY	TO MODIFICATIONS	OF CONTRAC	CTS/ORDE	RS.	
(X) A. THIS CHANGE OPDER IS ISSUED PURSUANT TO: (Specify II	PIFICO IME CUNIKA	CIZOHOFA NO AR O	たらしゅうしゅん ア	<u>l I</u> TÉM 14.		
CONTRACT ORDER NO. (TEM 10A)	Manory) THE CHANGES SET FO	FITH IN ITEM 14 ARE MADE IN THE				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED  9ET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	TO BEEL COT THE ACCIDENCE OF THE	10 C C L L L C C C C C C C C C C C C C C	<del></del>			
X SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF	FAR 43.103(b).	IVE CHANGES (Such 25 changes in	paying office, approp	ristion dale, etc.)		•
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PLIA	SUANT TO AUTHORITY OF:		······································			
	•					
Ω. OTHER (Specify type of modification and authority)		<del></del>		<u> </u>		
. IMPORTANT: Contractor X is not,	in constitution of the second	······································		·····		
	is required to sign this do			pies to the issu	uing office.	
4. DESCRIPTION OF AMENOMENT/MODIFICATION (Organized by LIC.)	F section headings, including sol	to the set of the set		<u> </u>		··
The same of the sa	4.,	restation/contract subject matter wh	ere feariole)			
ranging trom Office C	F POLICY and Pl	entation/confract subject matter wh anning for hardw	are mainte	nance fo	or	
Funding from Office of the period March 1 -	F POLICY and Pl	estation/confined subject matter wh anning for hardw	are mainte	nance fo	or .	
ranging trom Office C	F POLICY and Pl	estation/contract subject matter wh anning for hardw	em (maxime) Tare mainte	nance fo	or .	
the period March 1 -	June 30, 1998.	anning for hardw	are mainte		or	
the period March 1 - This modification incr	June 30, 1998. eases the obliga	anning for hardw ated amount of t	are mainte		or	
one period march 1 2	June 30, 1998. eases the obliga	anning for hardw ated amount of t	are mainte		or	
the period March 1 - This modification incr	June 30, 1998. eases the obliga	anning for hardw ated amount of t	are mainte		or	
the period March 1 - This modification incr	June 30, 1998. eases the obliga	anning for hardw ated amount of t	are mainte		or	
the period March 1 - This modification incr \$124,000.00 from \$3,00	June 30, 1998. eases the obliga	anning for hardw ated amount of t	are mainte		or	
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (continued)	June 30, 1998. eases the obligation,000.00 to \$3,	anning for hardwated amount of t	are mainte		or	
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (continued)  (continued)  (continued)  (continued)  (continued)  (continued)  (continued)	June 30, 1998. eases the obligation,000.00 to \$3,	anning for hardwated amount of t	are mainte		or	
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (continued)  (continued)  (continued)  (continued)  (continued)  (continued)  (continued)	June 30, 1998. eases the obligation,000.00 to \$3,	anning for hardwated amount of t 124,000.00	are mainte his Task O	rder by		
the period March 1 -  This modification incr \$124,000.00 from \$3.00  (continued)  xcept as provided herein, all terms and conditions of the document ref	June 30, 1998. eases the obligation,000.00 to \$3,	anning for hardwated amount of t	are mainte his Task O	rder by	ype or print)	
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (continued)  **Continued*  **Co	June 30, 1998. eases the obligation,000.00 to \$3,	anning for hardwated amount of t 124,000.00	are mainte his Task O	rder by		
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (continued)  **Continued)  **Continued of the document ref  **C	June 30, 1998. eases the obligation,000.00 to \$3,	anning for hardwated amount of to 124,000.00	are mainte his Task O	rder by	уре ог разду	X:MI-1
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (COntinued)  Except as provided herein, all terms and conditions of the document ref  which unchanged and in tull force and effect.  MA. WAME AND TITLE OF SIGNER (Type or print)  58. CONTRACTOH/OFFERDR	June 30, 1998. eases the obligation of the state of the obligation of the state of	anning for hardwated amount of to 124,000.00  Motore thanged.  IGA VAME AND TITLE OF CONTINUES. UNITED STATES OF AMERICAN THE PROPERTY OF AMERICAN	are mainte his Task O	rder by		aciwed
the period March 1 -  This modification incr \$124,000.00 from \$3,00  (continued)  **Continued)  **Continued of the document ref  **C	June 30, 1998. eases the obligation of the state of the obligation of the state of	anning for hardwated amount of to 124,000.00 motors charged.  Robert N. Boraty	his Task O	rder by	уре ог разду	S &

STANDARD FORM 30 (REV. 10-83) Prescribed by GSA, FAR HIS CFR 53:243

-	REF. NO. OF DOC GROW CONTO.			····	PAGE OF
CONTINU	ATION SHEET   COW-7-C-0013   COW-8-P-0219	000001			ı
	OR OR CONTRACTOR	000001			2 2
WANG GOV	ERNMENT SERVICES, INC				
ITEM NO.	BUPPLIES/SERWICC'S	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2	J036 MAINT. REPAIR, REBUILDING OF EQUIP. SPECIAL INDUSTRY	1	LO	\$124000.00	\$124000.00
	FOB: Destination				

NSN 7540-01-152-8067

		ORDE.	R SUPPLIES OR S	SERVICES	_			PAGE	OF	PAGE
IMPORT	TANT: Murk all pa	ickages and papers wi	th contract and/or or	rder numbers		<del></del>		1		2
F. CHATE OF	.0/98	2. CONTRACT NO	. (If arry)		· · · · · · · · · · · · · · · · · · ·	6. SHIP YO:		<del></del>		<u>-</u>
3. ORDEA		COW-7-C		A NAME OF CO						
	8-P-0219	SID-8-0				NATZ, SER	/ICE			
5. ISSUING	OFFICE (Address comes;	pundence to	0273	b. STREET ADD						
Immi	gration & Na	aturalization S	VC	425 I ST	KG UN. Yddown	IT, ROOM LL-	-264			
Head	quarters Pro	ocurement		e. OTY	KISEL	WM.		d. STATE	v. ZP CODE	
425	I Street, N	.W., Room 2208		WASHING	ON D		- 1	DC	20536	
Wash	ington, D.C.	20536	<del></del>	I. SHIP VIA				<u> </u>	20230	
	7. <b>70</b> :									
	CONTRACTOR  G GOVERNMENT	SERVICES, INC				6. TYPE OF OR	DER			
b. COMPAN		DENTICED, INC.					T			
7900	0 WESTPARK	DRIVE		REFERENCE VOI	JACHASE 10		L <u>×</u>	P. DETIA	ERY	
a STAFET / SULT!	ACCHESS TE 1105		<del></del>	-			Excep	for billing i	Miruettore on	s the
		a. STATE	f. ZIP CODE	4			i 10 Inda	welfare çon	ry order is substituted on this	wide
MCLI	<del></del>	VA	22102-4299				to the	terms and c	nd is leaved at conditions of	ubject the
B. ACCOUN	TING AND APPROPRIAT	IONS DATA	<u></u>	10. REQUISITION	WNG OFFI	CE	#DOVE	rumbered a	acrimet,	
	598/81 <i>\$</i> D.321			INS SY	STEMS	INTEGRATIO	M DTT	7.0.T.O.		
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	SMALL.	X b. OTHER T	HAN SMALL	c. DISADVAN	NTAGED	Г	]	IEN-OWNE		
Desti	nation		14. GOVERNMENT B/L		15. DELLY	ERTOF.O.B. POINT		e. DISCOU		
A INSPECT	13. PLACE	<del></del>	<del>-</del>		ON	OR BEFORE (Dale)	1			
Desti	nation	Destination	7							
			7. SCHEDULE (See	(Averes for Do	09/	30/98		Net 3	0 Days	<i>.</i>
ITEM NO.	<u> </u>	SUPPLIES OR SERVICES		QUANTID		F) UNIT			<del>,</del>	
(A)	·	(B)	3	ORDERED (C)		PRICE	AMC		ACCEP	
	Tax ID Number	r: 411571110			<del></del>	_(E)	<del>├──-</del>	<u> </u>	(G)	
1	The task is d	lescriberd and the	pricing for it is	eontained	in					-
	ADP SUPPORT 5	ervices			LO	<b>53000000.</b> 00	63	000000.	.00	
	6. SHIPPING POINT	· · · · · · · · · · · · · · · · · · ·	18. GFIOSS SHIPPING WE	кит	20. INV	OICE NO.			<del></del>	
-		<del></del>	21. MAIL INVOICE TO:						170	)TOT.
1	E NAME	US IMMIGRA	ATION & NATZ.	SERVICE					<b>◄</b> (Go	ont.
BILLING	- OTEVE	FINANCE DI	ን እ እንፖርቲ					\$0.0	)OI	isez)
ADCLUDING ,	P. STREET ADDRESS (or	P.O. Box 425 I STRI	EET, N.W., ROO	M 6034		<del></del>	<del></del>	_	<del></del>	
ON 1	c. City	<del></del>					\$7,95	8.549	.do ₁	7. (g
ERSE		ASHINGTON	1	DC	. ZIP COO	-	<b>,</b>	~ j~ . J .		PIANE
. UNITED ST	TATES OF AMERICA		11 11 1	<del>/</del>	2 U D 3 0. NAME (			<del></del> -		OTAL
	ignature)	X / L	$N/\zeta X$		•	t N. Beaty				
HORIZED F	OR LOCAL REPRODUCT	DON Z				TRACTING/ORDERING	PFICEA			
vious editio	o not usable	··•					PTIONA			

			SUPPLEMENTA	L INVOICIN	IG INFORMAT	ION	<del></del>
submitted." Item numbe seperate ite	However, i or(e), descrip on an the inv	f the Contractor wishes ction of supplies or sen- voice. Where shipping	ty be used by the Cont (or attached to) the order: " to submit an involce, the frices, sizes, quantitles, uni costs exceed \$10 (except tity during the same billing	ractor as the C Payment is recolollowing inform t prices, and ex-	ontractor's invoic quasted in the am nation must be p standed totals. P ), the billing must lideted periodic b	e, instead of a separate invition of \$ No rovided: contract number (in repaid shipping costs will be	other invoice will be if any), order number.
Quantity in by me and	the "Quar conforms	itity Accepted" colum to contract. Hems ils	en on the face of this ord ted below have been rej	er has been:		apectad, accepts	d, received
SHIPMENT NUMBER TOTAL CONTAIN	PARTIAL FINAL	GAC:SS WEIGHT	DATE RECEIVED  RECEIVED AT	SIGNA	TURE OF AUTHORIZE		DATE
			TROUTED AT	mrue			
			REPORT	OF REJECT	ION\$		<del></del>
ITEM NO.		SUPPLIES (	OF SERVICES	UNIT	QUANTITY REJECTED	REASON FO	PR REJECTION
	·						
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OPTIONAL FORM 347 (REV. 8/95) BACK

# Task Order and Service Level Agreement 7 - Maintenance

Contract Number/Task Order Number: COW-7-C-0013/FOS98-007

# PART I. TASK ORDER

#### 3. Requirements

# Task 1 - Maintenance Requirements (Contract Section C.5)

Wang Government Services, Inc. (WGSI) after GTE's completion of the "continuity of service" clause will provide maintenance per the terms and conditions of the contract COW-7-C-0013, except as noted below. The term of GTE's Continuity of Service will be for 3 months starting 29 November 1997 through 28 February 1998. As of 1 March 1998, the Principle Period of Maintenance (PPM) is from 6:00 a.m. to 6:00 p.m. (local time) Monday through Friday; all other times, including Saturday, Sunday, and holidays, are considered to be Outside Principle Period of Maintenance (OPPM). Commencing March 1, 1998, WGSI will enter into an interim maintenance agreement until Task Order 06, Subtask 3 - Inventory, Implementation under the FOS/HM is completed (approximately 1 year). This interim agreement is required primarily due to insufficient inventory data which would allow WGSI provide a price proposal in accordance with the terms of the contract and allow WGSI to meet 4 hour return to service requirements. WGSI's goal is to provide 4 hour return to service at all locations. CLINs identified at the 16 WGSI manned sites will be restored with a 4 hour period, 40 days after signature of this task order. On a quarterly basis as new sites are inventoried, the Government and WGSI will update the list of sites/CLINs for which WGSI will provide 4 hour return to service 30 days after coming to agreement on the sites/CLINs. In the interim all other CLINs at loctaions that have not been inventoried will be restored by the close of the next business day. These services will be provided to the INS at a Fixed Monthly price (Monthly Recurring Charge). Other Direct Costs as identified by WGSI in our cost proposal and as necessitated during task order performance will be reimbursed on a cost reimbursable basis with applicable indirect loadings.

PROPOSED STAFFING: 2 Senior Logistics Specialists, 4 Senior Computer Specialists, 2 Computer Systems Technicians

STAFFING JUSTIFICATION: WGSI proposes I 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 4 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 other Senior Logistics Specialist and Computer Systems Technicians will provide ADP inventory and excess equipment warehouse support to include day-to-day operation, maintenance of inventory, and storing of equipment identified as excess in warehouse pending distribution. The 2 Computer System Technicians will be transitioned off this task approximately 15 March 1998.

CONSTRAINTS (CONTRACT SECTION C.5.1) WGSI 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

WGSI 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, WGSI 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. Call-flow documentation is attached.
- 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 identified call flow and narrative is attached to this document for further clarification of the call process. This will be a living process that will change as processes are discovered that are more effective and or efficient.

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.

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 WGSI. On 2 March 1998 WGSI will provide to the Director, EUC a list of all open tickets as of 28 February 1998.

# Task 3 - Types of Maintenance

The WGSI 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 WGSI locations. 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 6:00 PM 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 WGSI 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.

# 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 1,300 CREs, 700 logistics stocking locations, and 240 service locations to ensure that satisfactory levels of service are attained. A presentation is being scheduled to demonstrate our ISO 9002 and call center process.

WGSI CREs will have access to pre-positioned logistical assets to meet INS critical needs, including whole units pre-configured and ready for immediate use. These may include network devices, such as hubs and routers, and devices that are not conducive to field repair, such as desktop printers. To ensure minimum disruption to the INS end-user community, these devices will be "hot swapped" with whole units. This returns the end users to full operational capability much faster than if field repairs were conducted. The required asset management system entries are made, and the failed units are repaired and returned to the appropriate stocking location. As systems are swapped all government procedures will be followed. Each CRE servicing the account will be made aware of the correct procedures to follow.

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 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 both hardware and software.

Remedial maintenance will be treated as unlimited emergency maintenance to be performed on systems or equipment after notification that the equipment is malfunctioning. Remedial maintenance is performed as required on an unscheduled basis. There is no maximum number of remedial maintenance calls per month or year on systems or equipment.

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

( (b)(4)
Remote isolated locations will be serviced under a subcontract agreement with
is a quality service provider based out of Billings, MT. Wang has used them to
support various contracts including the US Senate. will provide service
predominately in the northwest corridor of the United States.

#### 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; all per-call task orders will be completed under the four (4) hour restoration requirement. WGSI does not anticipate providing per-call maintenance during the interim agreement until completion of the inventory task order. However, if 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.

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

WGSI does not anticipate providing depot maintenance for CONUS locations during the interim contract period until the inventory task order is complete. OCONUS locations will be supported by providing advance exchange from our Tewksbury, MA logistics facility. When a call is opened from an OCONUS locations and the level 2 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.

#### 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, this date/time stamp marks the start of the service delivery period. For PPM-only maintenance service, the repair time starts at the first minute of covered time following notification. All services activity is tracked by the call-tracking system logic from inception to ticket closure. WGSI understands the need to keep accurate data in the inventory system. The process and procedure will executed once the inventory study is complete. Any changes that have been made prior to the

completion of the inventory study will be tracked through the TAC and entered into the system when available. It is understood that the service period extends through the entire period that a service ticket is active unless Wang is denied access to a device or system due to security restraints, lack of an escort, or the unavailability of the end-user or an end user designee to schedule repair times or provide access to the system. For PPM-only repairs will be returned to service by close of business the next business day. For equipment under 7 x 24 coverage, return to service will be within 4 hours of receipt of the call.

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

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

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

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

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

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

If a device or system cannot be repaired onsite, a replacement of equal or greater capability will be provided while the device is returned for repair. When practical, and when authorized to do so, WGSI will replace the failed device as an advance exchange in order to minimize any impact to end users. WGSI will ensure that any replacements will have equal or greater functionality and confirm with the user that all applications are accessible prior to leaving the site.

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

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

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

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

WGSI will work with the INS to develop and implement an INS-wide backup policy and plan to prevent the loss of any critical data. INS help desk Tier 2 Hardware Support Analysts will request the end user to perform a backup of locally stored, critical data prior to dispatching a CRE for a call where data might be in jeopardy. The CRE will confirm with the end user that the backup has been completed before initiating the repair.

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

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

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

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

As a minimum, WGSI will meet with the Director of EUCB and the COTR on a monthly basis to discuss and resolve any maintenance issues or problems associated with this contract.

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

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

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

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

WGSI will begin performance for all equipment and locations on 1 March 1998. Support of ADP inventory and warehouse commenced 15 December 1997; therefore the period of performance for this Task Order will be 15 December 1997 through 30 September 1998.

#### 4. Place of Delivery or Performance

WGSI understands work under this Task Order will be performed at INS Headquarters' offices, the INS Theaters, and various geographical field offices described in contract Section C.1.2. In addition to these field offices, work will also be performed at land, sea, and air ports of entry (POEs), Border Patrol Stations, Files Control Offices (FCOs), and Sector Offices. INS foreign and domestic locations are depicted in contract Section J, Attachment I.

#### 5. Deliverables

After initial logistics inventory analysis is complete, WGSI will provide Preventive Maintenance plans were applicable within 45 days. WGSI will provide reports that include Trend Analysis of failed components and problem sites and trip reports as required. Report requirements will be determined including ad-hoc reports as required. Trend Analysis reports will be provided on a monthly basis commencing 1 May 1998.

#### 6. Security Requirements

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

#### 7. Other Direct Costs

Travel to Washington from the warehouse will be required on a periodic basis. These trips will be for management review and direction. Travel from Tewskbury, MA is required until the Remedy licenses and connections to INS Headquarters are provided by the Government. WGSI will obtain prior approval for any expenditures of ODCs in excess of \$2,500.00 in the aggregate.

## PART II. Service Level Agreement

#### 2. Introduction and Summary of Work Covered by SLA

WGSI understands the purpose of this Service Level Agreement (SLA) is to state the relationship between the service provider and the end-user organizations and to establish performance incentives. It specifies the services and commitments of the Contractor as well as the expectations and obligations of the end-user organization. Nothing in this SLA will be construed as being external to the scope of the contract.

#### 3. Organizations Involved

1. Service Provider: Wang Government Services Inc.



#### 2. End User Organizations

Usha Keene (202) 514-7990

#### 4. Responsibilities of Service Provider (Contractor)

# 4.1 The Service Provider Agrees it Will:

WGSI will provide service according to the terms and conditions specified in contract COW-7-C-0013. Detailed procedures are discussed in Part I., Task 5 of this Task Order Agreement. WGSI will provide the following to the government:

1. A DS1 telecommunications line between 425 I, Washington, DC and 7900 Westpark Drive, McLean, VA to run the Remedy help desk software.

#### 4.2 Performance Incentives

Performance incentives will not be used during the interim contract agreement task order. After completion of the inventory task order, mutually agreed upon incentives will be incorporated into the follow on task order.

#### 5. Responsibilities of the End-User Organization

# 5.1 The End-User Organization Agrees it Will:

- 1. Act as the central point for receiving and providing hardware and software maintenance information.
- 2. Provide all known inventory data to allow for a thorough analysis of contract baseline equipment counts by location.
- 3. Timely access to equipment
- 4. Timely property tag coordination and approval to remove property or parts and material from site
- 5. The government shall provide space for personnel and parts storage on-site at INS Headquarters and the 16 regional sites. This space shall be environmentally controlled and of sufficient size to store spare parts and provide and are for the tech to perform administrative tasks. Space shall be provided with ventilation and heating, lighting, phone access to the public network and a desk and chair.
- 6. The Government shall maintain sites in accordance with the equipment environmental specifications furnished by the OEM.
- 7. Remedy software licenses to support 6 fixed users.
- 8. Access to INS Federal Express account for usage for OCONUS shipping.
- 9. INS will coordinate with WGSI to ensure connectivity of the DSI telecommunications line between 425 I Street (INS) and WGSI facility in McLean, VA.

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# 6. Signatures of the Government and the Contractor's Authorized Representative

- 1. Parties agree that the terms of this agreement will be in effect for the duration of the Task Order, to be reviewed quarterly.
- 2. The parties agree to the following mechanism for initiating an out-of-cycle SLA review: the Government reserves the right, to be negotiated at the time of Task Order issuance. The Contractor may propose an out-of-cycle review.

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

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Collo SA	
Immigration & Naturalization Service Contracting Officer	
Jenny H. Russell	
Immigration & Naturalization Service COTR	·
Immigration & Naturalization Service End User Representation	ve
	•
	( <b>L</b> )(6)
	(1-71-7)
Service Provider Representative Signature	

#### Attachments:

INS Site Listing
Call Flow Documentation
Equipment listing for T&M maintenance
Equipment listing for separate agreement with OEM or 3<sup>rd</sup> party

(b)(4)

Contract No.: COW-7-C-0013 Task Order No.: FOS98-007

#### TASK ORDER 7 - MAINTENANCE

CLIN	Maintenance Summary		Unit/Mos	# of mos	Cost	G&A		Total
	Total H/W Maintenance (see backup for CLIN detail)			7			*	
CLIN	Labor Category		Hours	Rate				Total
1601	PPM Labor Rate		2,427				\$	
1602	OPPM Labor Rate		607	1 1			\$	
	Total T&M Summary		3,034				\$	
CLIN	Labor Category	FTE's	Hours	Rate				Total
3018	Senior Logistics Specialist	1	1137		Starts Mar 1st		\$	
3014	Senior Computer Specialists	4	4388	]	Starts Mar 1st		Š	4 1
3057	Computer Systems Technician	2	471		started Dec 151	th	\$	1 1
3018	Senior Logistics Specialist	1	1488		started Dec 15t		\$	
	Total Labor Summary	8	7,484				\$	
	Labor Categories for Overtime	o	T Hours	OT Rate				Total
3018 AA	Senior Logistics Specialist		57		1		\$	
	Senior Computer Specialists		219		1		\$	
3057 AA	Computer Systems Technician		24	Ļ			\$	1
3018 AA	Senior Logistics Specialist		74		J		\$	
	Total Labor Summary for OT		374	·			\$	
	Travel Summary				Cost	G&A		Total
4002	CONUS					$\neg$	\$	
4002	Local Travel					- 1 1 1	\$	
	Total Travel				<u>-</u>			
	Material Summary	ı	Jnit/Mos	# of Mos	Cost	G&A	Tot	al Price
4001	Software - (6 Remedy Licenses)	)	-		-	-	\$	-
4001	Software -(Remedy express supp		-	-			\$	
4001	Shipping						\$	[
4001	Material		22,642	7			\$	
4001	NetFRAME Support		39,688	7			\$	
4001	Microlog Support		27,490	7	i	1	\$	
4001	DS1 (1,544 Kbps) (telephone line	es)	678.70	7			\$	
	Total Material Summary		<u>.                                    </u>				\$	₫ '

WGS, Inc.

Total Subtask 7.1 Summary

7,858

7,277,687

55,533

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7,958,549

Contract No.: COW-7-C-0013 Task Order No.: FOS98-007

#### Travel Summary for the Task Order 7

				# 67	# of	# 01						
Labor Category	From	Destination	Month/Yr	people	tripe	days.	Ledging	Per Diem	Car Rental	Airfare	Mileage	Total Cost
Sr. Logistics Specialist	Boston, MA	Wesh, DC	Mar-96	1	1	5	126	40	75	1,000	•	1,905
CST, System Analyst	Forestville, MD	Wash, DC	Mar-96	2	2	1		1		l	40	49,60
Computer Systems Tech	Forestville, MD	Wesh, DC	Apr-98	2	2	1	ŀ	į.			40	48.60
Computer Systems Tech	Forestville, MD	Wash, DC	May-98	2	2	1	ļ .	i			40	49.60
Computer Systems Tech	Forestville, MO	Wash, DC	Jun-96	2	2-	1	1	i			40	49.60
Computer Systems Tech	Forestyllie, MD	Wesh, OC	Ju <b>∔-98</b>	2	2	1	ļ	ĺ		1	45	49.60
Computer Systems Tech	Forestville, MD	Wash, OC	Aug-98	2	2	1	ļ			1	40	49,80
Computer Systems Tech	Forestville, MD	Wash, DC	Sep-98	2	2	١ ١	į				40	49.80
Total Travel Summary												\$ 2,252

## CLIN DESCRIPTION

1070	T <del>erminals</del>
1080	*CNT Channel Extenders, Model 5320-PT
1090	3420 Tape Drive
1100	3803 Tape Drive Controller
1110	3480-A22 Magnetic Tape Subsystem
1120	3480-822 Magnetic Tape Unit
1130	Pyramid Model XXX
1140	HP-9000
1150	Mini Computer Sequent 830
1160	Mini Computer - HP E Series
1170	Mini Computer - Duta General MV5500
1180	Mini Computer – Drata General MV5600
1190	Mini Computer -IBM System 38
1200	Mini Computer HP K-200 Series
1450	Xerox 4090X Printing System

## All CLINs above covered T&M

1220	Mini Computer Netframe 450
1230	Mini Computer Nutframe 8500
4.470	Act Imministration System with VC92500T

CLINs above covered through separate agreement with OEM/3rd Party

		CLIN QTY	PRICE	EXT PRICE		DOICE
	DESCRIPTION	2339			<b>-</b>	
	Bar Code Readers and Scanners	314			Н	
<del>-</del> -	Bar Code Printers	- 317	<del>├</del> ┫		1-1	
	Dumb LAN Hub	6071	<del> -</del> -1	l1	H	
260	Personal Computers - 486 SX/DX	10093	<del>├</del> ┃	·	1-1	
270	Personal Computers - Pentium	276				
280	Personal Computers Macintosh PC's	1600		··-	H	
290	Personal Computers - Portable PC's	3000		·	Н	
300	Personal Computers - LAN Servers	10		} <u>-</u> -	-	
	Paper Handling Devices-Bursters/Decollaters	20		]	H	
	Plotters	3968		· <b> </b>	Н	
	Printers - Laser Printers		4		Н	
	Printers - Line Printers	161		}— <b>i</b>	H	
370	Printers - Letter Quality Printers	3302		<b>├ </b>	H	
1380	Remote Communication Controllers Units	277		<b>.</b>	H	
400	Scanners - Flatbed Scanner	896				
410	Scanners - Handheld Scanner		74		H	
1420	Scanners - Fingerprint Scanner	5	<u>4</u> -1		-	
1430	Q-Matic CMIS-Number Boards		4.1			
1440	ETC Call Sequencer		0	J. —-	-	
1460	iBM 3160 Printing System		2		$\sqcup$	
	Hand Geomerty Scanner		2	]	1.1	
1520	IBM 3174-1R Multiplexor		2		Н	
1530	IBM 3274-41C Controllers		2	7	1	
1540	Floopy Disk Drive-External	2	-		Ш	
1550	Hard Disk Drive-External	5	4			
1560	Hard Disk Drive Array-External					
1570	CD-ROM / WORM - Single-External	26	3	1 1	Ш	
1580	CD-ROM / WORM - Multiple-External	· · · · · · · · · · · · · · · · · · ·	7	"]	L. <b>.</b>	
1590	Tage Backup Unit-External	24	1	11	1.1	
1610	Sun Sperc 2		1.	11	Ш	
	NO MATCH	36	<b>19</b>	1 1	П	Ì
MOINT.	Subtotal	3340	9			
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	Total	4009	11	\$ 948,	136.14	
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	CLINS above covered through Fixed Price		ļ. —			•••
	Agreement till 9/30/98					
	Agreement on arouso	1	+ .			
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pad 3/10/18

## REQUISITION-MATERIALS-SUPPLIES-EQUIPMENT

1. NUMBER SID-8-00275

2. DATE

02/25/98

3. ACTIVITY SYMBOL 15X8598/81SD.321S.0#S.00

SEE INSTRUCTIONS ON REVERSE

RECEIVED HULDE

4. TO: NAME AND ADDRESS-PROCUREMENT SECTION (OR STOREROOM)

425 | STREET, NW RM: 2229 WASHINGTON, DC 20536

C. PALAN SHELTON HAPLY 2-47-98 100. SYSTEMS INTEGRATION DIVISION
425 | STREET NW POC RM:6903
WASH NGTON; DC 20536
POC: DIBRELL HUNT 202-616-7650

STOCK NUMBER	DESCRIPTION OF ARTICLE (MAKE, MODEL, TYPE, SIZE, COLOR, MFGR., ETC.)	QUANTITY	UMIT		COST		
STOCK NUMBER				UNIT PRICE		AMOUN	IT COD
6		8	9	10	_	- 11	12
7010	ADPE SYSTEM CONFIGURATION	1	EA	3000000	00	3000000	00
	PARTIAL PAYMENT FOR THE INS ADP HARDWARE						
	MAINTENANCE SERVICE UNDER CONTRACT COW-7-C-	0013,					
	TASK # 7.		ļ		 		
		<u></u>				# # #	<del> </del>
Just:	ADP HARDWARE MAINTENANCE THOUGHOUT THE SER	VICES,		TASIN		EEB CEL	
					,,	27 P	
	Recommended Vendor: WANG PROFESSIONAL SERV	CE			''	1 - :	
– —	7900 WESTPARK DRIVE				1		<del>\$   -</del>
	MCLEAN, VA 22102		<b>_</b>		1	<u>.</u>	ļ. ļ
	(703) 827-3468	<del></del>			!		
<del></del>	Contact:	<u> </u>	(b)	(6)	<del></del>		<del> </del>
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<u> </u>		<u> </u>			ᆚ		+
13. SIGNATURE OF REQU	ISITIONED 16. TITLE OF REQUISITIONER			15.		3000001	ار 🖃
<u>JAAM</u>	MASSISTANT COMMISSIONER, SIO			TOTAL	L .	300000	u   uu
	18. KEY TO ACTION CODE		REMENT SI	CTION (DR S			
S SUBSTITUTE ITEM	2 CANCELLED-NOT STOCKED 17. DATE RECE			15.		CHASE ORDE	
B BACK OROCHED	3 CANCELLED-MOT ABLE TO IDENTIFY  18. APPROVED			DATE		<u> </u>	NUMBER
D PURCHASED FOR DIE	EUT SAIPMENT D DIREKTAS INDICATED					1	
1 CANCELLED-STOCK L				1		<u> </u>	
	OVE ARTICLES-COLUMNS 3, 9 AND 12 - HAVE BEEN RECEIVED.						

UNITED STATES BEPARTMENT OF JUSTICE IMMIGRATION AND NATURALIZATION SERVICE FORM G-514 (REV. 8-1-58)

CERTIFICATION/AUTHORIZATION FUNDS AVAILABILE G104 NO. SID-8-2 NAME (PRINT): PVANDETE SIGNATURE: