

SI International Inc.  
(f/k/a SEI Technology)

Blanket Purchase Agreement  
HSSCCG-05-A-0031  
(Old Number COW-4-A-0153)

# ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 35

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

1. DATE OF ORDER <b>APR 01 2004</b>	2. CONTRACT NO. (if any) COW-4-A-0153	6. SHIP TO:	
3. ORDER NO.	4. REQUISITION/REFERENCE NO. FAF-04-0036	a. NAME OF CONSIGNEE Bur of Immigr & Customs Enforcement Receiving Unit Room 1126	
5. ISSUING OFFICE (Address correspondence to) US Department of Homeland Security Bur of Immigr & Customs Enforcement 425 I Street NW Room 2208  Washington DC 20536		b. STREET ADDRESS 425 I Street NW	c. CITY Washington
		d. STATE DC	e. ZIP CODE 20536
7. TO:  SFI Technology Inc.  220 UNiversity Blvd  VA 22801		f. SHIP VIA	
9. ACCOUNTING AND APPROPRIATION DATA See Individual Calls		8. TYPE OF ORDER <input type="checkbox"/> a. PURCHASE - Reference Your Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated. <input type="checkbox"/> b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
CONTRACTOR TIN: 541478718		10. REQUISITIONING OFFICE ORS	
		11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input type="checkbox"/> SMALL <input checked="" type="checkbox"/> OTHER THAN SMALL <input type="checkbox"/> DISADVANTAGED <input type="checkbox"/> WOMEN-OWNED	
		12. F.O.B. POINT Destination	

13. PLACE OF		14. GOVERNMENT B/L NO. N/A	15. DELIVER TO F.O.B POINT ON OR BEFORE (Date) 03/31/2009	16. DISCOUNT TERMS Net 30
a. INSPECTION DESTINATION	b. ACCEPTANCE DESTINATION			

**17. SCHEDULE (See reverse for Rejections)**

ITEM NO (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	Details of the Blanket Purchase Agreement (BPA) are attached. The BPA is limited to the terms and conditions of the Offeror's GSA Schedule 36 Contract GS-25F-0026N	1.00	LT	\$0.0000	\$0.00	

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		17(h) TOT. (Cont. pages)	
	21. MAIL INVOICE TO:					
	a. NAME Bur of Immigr & Customs Enforcement		ACCOUNTS PAYABLE			\$0.00
	b. STREET ADDRESS (or P.O. Box) 800 K Street NW		10th FLOOR			17(i) GRAND TOTAL
c. CITY Washington		d. STATE DC	e. ZIP CODE 20536		\$0.00	

22. UNITED STATES OF AMERICA  BY (Signature)	23. NAME (Typed) Joseph M. Garforth Jr TITLE: CONTRACTING/ORDERING OFFICER
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<input type="checkbox"/> Vendor	<input type="checkbox"/> Official	<input type="checkbox"/> Requestor
<input type="checkbox"/> Receiving	<input type="checkbox"/> G104 Obliq.	<input type="checkbox"/> Other

OPTIONAL FORM 347 (REV. 6/95)  
Prescribed by GSA/FAR 48 CFR 53.213 (e)

**COW-4-A-0153**

- 1- This BPA is awarded under GSA Contract GS-25F-0026N.
- 2- The work will be performed at the following four sites:
  - Washington, DC
  - Harrisonburg, VA (RFMF)
  - Lee's Summit, MO (NBC)
  - Lee's Summit, MO (NRC)
- 3- A separate Call will be issued for each of the above sites and they will be incrementally funded.
- 4- The Period of performance is for one year (April 1, 2004 through March 31, 2004). There are four 1-year options under this BPA.
- 5- Each call will have a separate Scope of Work based on Scope of Work under this BPA.
- 6- Page 3 and 4 gives a summary of the estimated prices for all CLINs under this BPA.
- 7- Pages 5 through 14 gives a break out for each year of the BPA including the estimated prices for all labor categories for each of the four sites.
- 8- The estimated price for each year under this BPA is \$29,686,277 including ODC's.
- 9- The estimated price for this BPA over five years is \$148,431,385 including ODC's.
- 10- All terms and conditions of the Contractor's GSA Schedule remain the same.
- 11- NOTE: ATTACHMENT A.4 DD 254 DOD Contract Security  
Classification Specification (To be issued after BPA award)

COW-4-A-0153

ROC Pricing Schedule

Roll-Up Summary

Base Year

Contract Line Item Number	Site	Total
CLIN 0001	COW HQ - LABOR	\$944,203.00
CLIN 0001A	COW HQ - ODC	\$1,256.00
CLIN 0002	RFMF - LABOR	\$1,895,097.00
CLIN 0002A	RFMF - ODC	\$390,694.00
CLIN 0003	NBC - LABOR	\$15,473,700.00
CLIN 0003A	NBC - ODC	\$85,425.00
CLIN 0004	NRC - LABOR	\$10,870,777.00
CLIN 0004A	NRC - ODC	\$25,125.00
<b>Base Year Total Estimated Price</b>		<b><u>\$29,686,277.00</u></b>

(Note: The above calculations include an estimated amount of \$500,000 for ODC including .50% MH&E for a total of \$502,500)

Option Year #1

Contract Line Item Number	Site	Total
CLIN 1001	COW HQ - LABOR	\$944,203.00
CLIN 1001A	COW HQ - ODC	\$1,256.00
CLIN 1002	RFMF - LABOR	\$1,895,097.00
CLIN 1002A	RFMF - ODC	\$390,694.00
CLIN 1003	NBC - LABOR	\$15,473,700.00
CLIN 1003A	NBC - ODC	\$85,425.00
CLIN 1004	NRC - LABOR	\$10,870,777.00
CLIN 1004A	NRC - ODC	\$25,125.00
<b>Option Year 1 Total Estimated Price</b>		<b><u>\$29,686,277.00</u></b>

(Note: The above calculations include an estimated amount of \$500,000 for ODC including .50% MH&E for a total of \$502,500)

Option Year #2

Contract Line Item Number	Site	Total
CLIN 2001	COW HQ - LABOR	\$944,203.00
CLIN 2001A	COW HQ - ODC	\$1,256.00
CLIN 2002	RFMF - LABOR	\$1,895,097.00
CLIN 2002A	RFMF - ODC	\$390,694.00
CLIN 2003	NBC - LABOR	\$15,473,700.00
CLIN 2003A	NBC - ODC	\$85,425.00
CLIN 2004	NRC - LABOR	\$10,870,777.00
CLIN 2004A	NRC - ODC	\$25,125.00
<b>Option Year 2 Total Estimated Price</b>		<b><u>\$29,686,277.00</u></b>

(Note: The above calculations include an estimated amount of \$500,000 for ODC including .50% MH&E for a total of \$502,500)

Option Year #3

Contract Line Item Number	Site	Total
CLIN 3001	COW HQ - LABOR	\$944,203.00
CLIN 3001A	COW HQ - ODC	\$1,256.00
CLIN 3002	RFMF - LABOR	\$1,895,097.00
CLIN 3002A	RFMF - ODC	\$390,694.00
CLIN 3003	NBC - LABOR	\$15,473,700.00
CLIN 3003A	NBC - ODC	\$85,425.00
CLIN 3004	NRC - LABOR	\$10,870,777.00
CLIN 3004A	NRC - ODC	\$25,125.00
<b>Option Year 3 Total Estimated Price</b>		<b><u>\$29,686,277.00</u></b>

(Note: The above calculations include an estimated amount of \$500,000 for ODC including .50% MH&E for a total of \$502,500)

ROC Pricing Schedule                      COW-4-A-0153  
 Roll-Up Summary

Option Year #4		
Contract Line Item Number		
CLIN 4001	COW HQ - LABOR	\$944,203.00
CLIN 4001A	COW HQ - ODC	\$1,256.00
CLIN 4002	RFMF - LABOR	\$1,895,097.00
CLIN 4002A	RFMF - ODC	\$390,694.00
CLIN 4003	NBC - LABOR	\$15,473,700.00
CLIN 4003A	NBC - ODC	\$85,425.00
CLIN 4004	NRC - LABOR	\$10,870,777.00
CLIN 4004A	NRC - ODC	\$25,125.00
<b>Option Year 4 Total Estimated Price</b>		<b><u>\$29,686,277.00</u></b>

(Note: The above calculations include an estimated amount of \$500,000 for ODC including .50% MH&E for a total of \$502,500)

**ESTIMATED TOTAL VALUE OF THE BPA OVER 5 YEARS**

**\$148,431,385.00**

COW-4-A-0153  
Base BPA Year

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estmated Hours	Total Estimated Price
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CLIN 0001

COW Washington DC

(b)(4)

(b)(4)								\$944,203
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CLIN 0002

Harrisonburg, VA (RFMF)

(b)(4)

(b)(4)								\$1,895,097
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CLIN 0003

Lee's Summit, MO (NBC)

(b)(4)

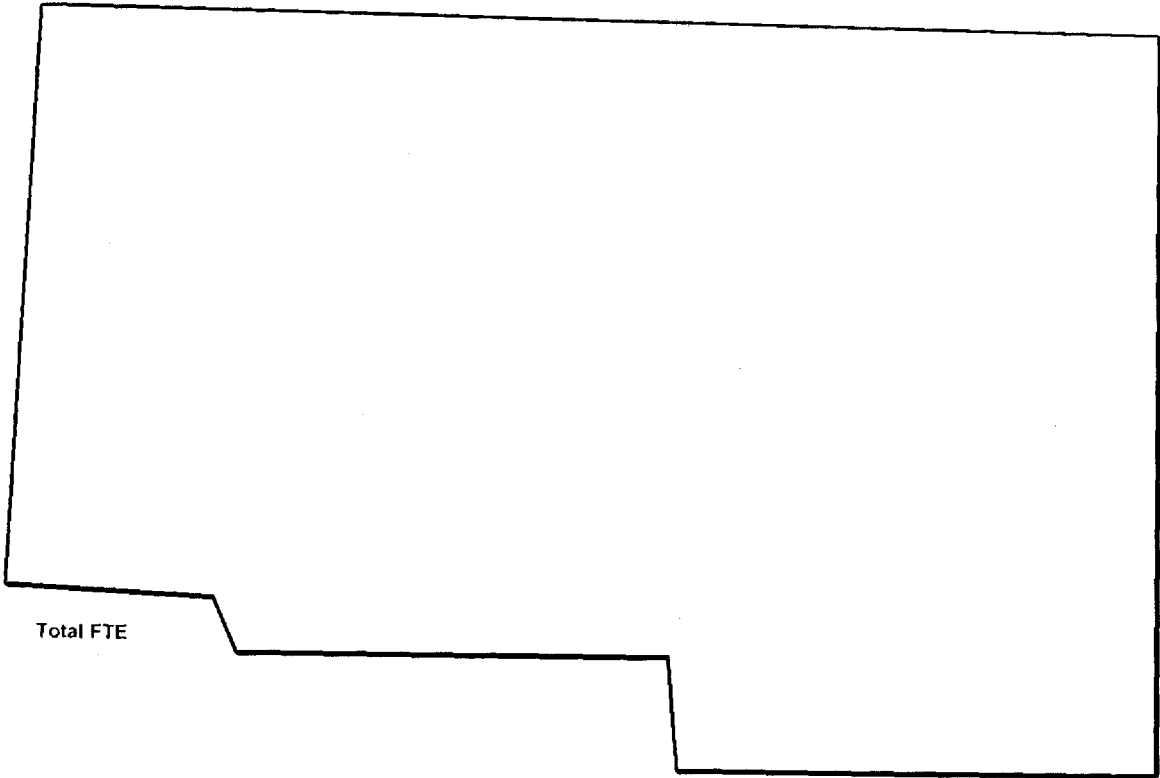
(b)(4)								\$15,473,700
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COW-4-A-0153

Base BPA Year

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours Hours	Total Estimated Price
CLIN 0004	Lee's Summit, MO (NRC)							

(b)(4)



Total FTE

Total Estimated Price Base Year \$29,686,277

COW-4-A-0153  
Option Year 1

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours	Total Estimated Price
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CLIN 1001

COW Washington DC

(b)(4)

(b)(4)							
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\$944,203

CLIN 1002

Harrisonburg, VA (RFMF)

(b)(4)

(b)(4)							
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\$1,895,097

CLIN 1003

Lee's Summit, MO (NBC)

(b)(4)

(b)(4)							
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\$15,473,700

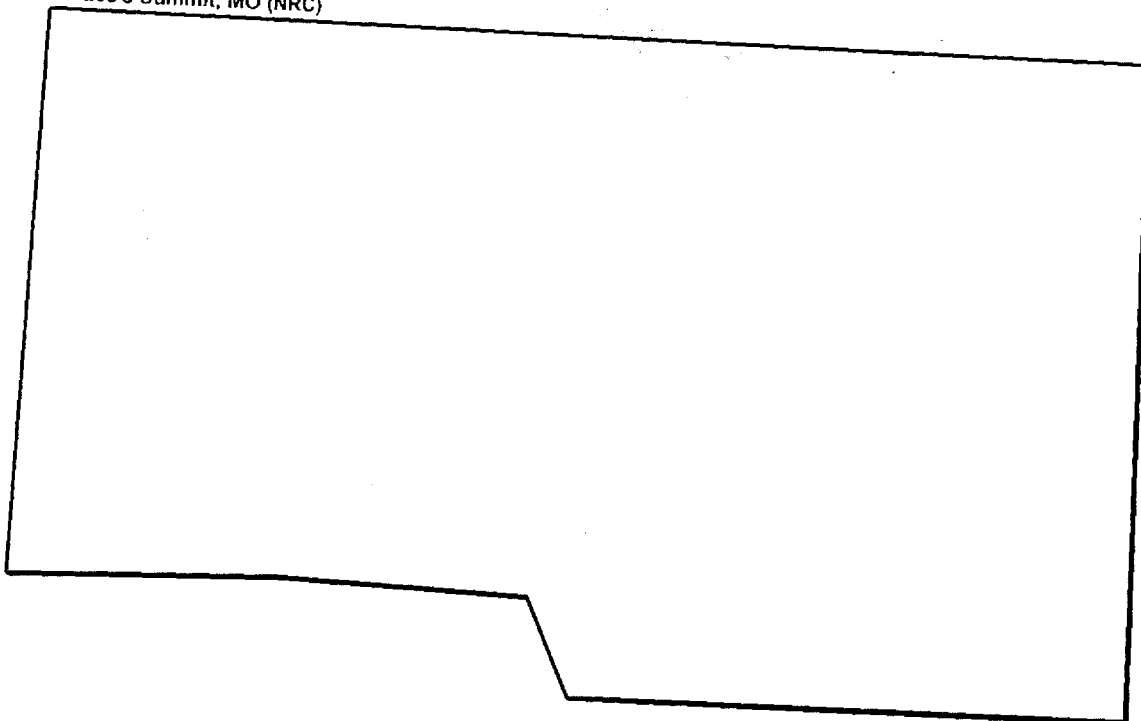


COW-4-A-0153  
Option Year 1

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours Hours	Total Estimated Price
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CLIN 1004

Lee's Summit, MO (NRC)



Total Estimated Price Option Year 1 \$29,686,277

(b)(4)

COW-4-A-0153

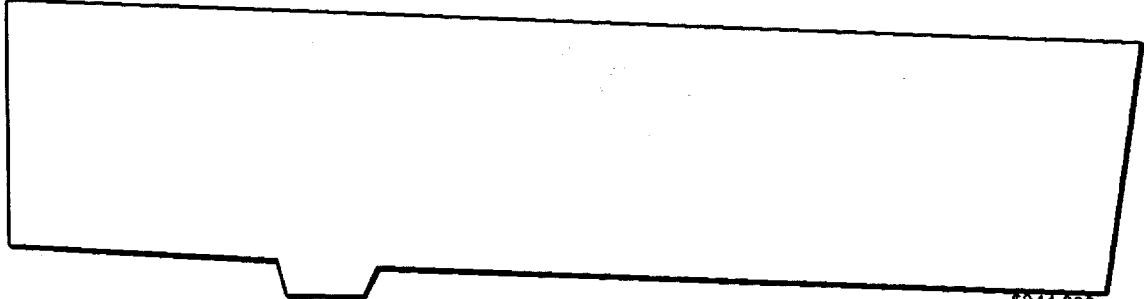
Option Year 2

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours	Total Estimated Price
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(b)(4)

CLIN 2001

COW Washington DC

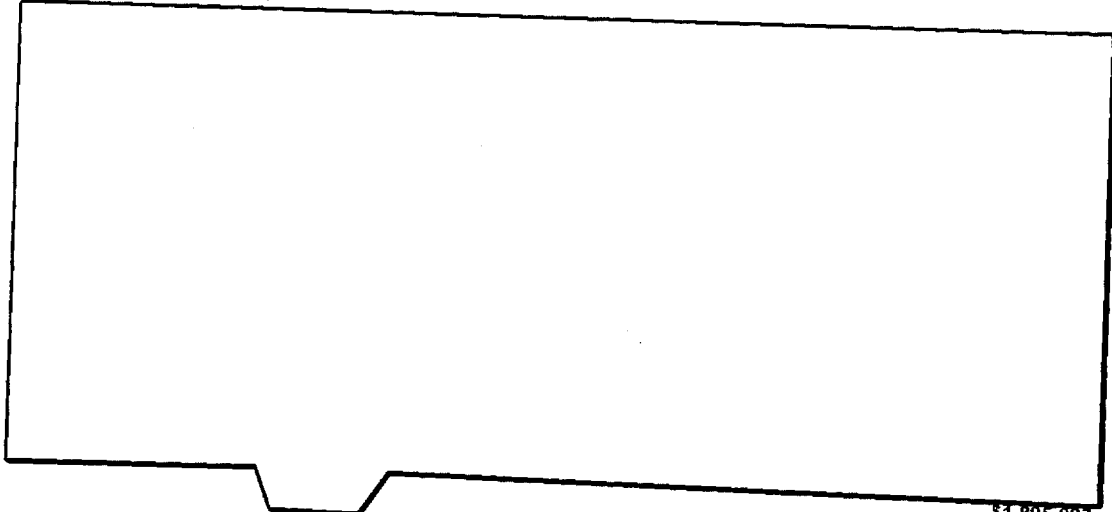
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\$944,203

(b)(4)

CLIN 2002

Harrisonburg, VA (RFMF)

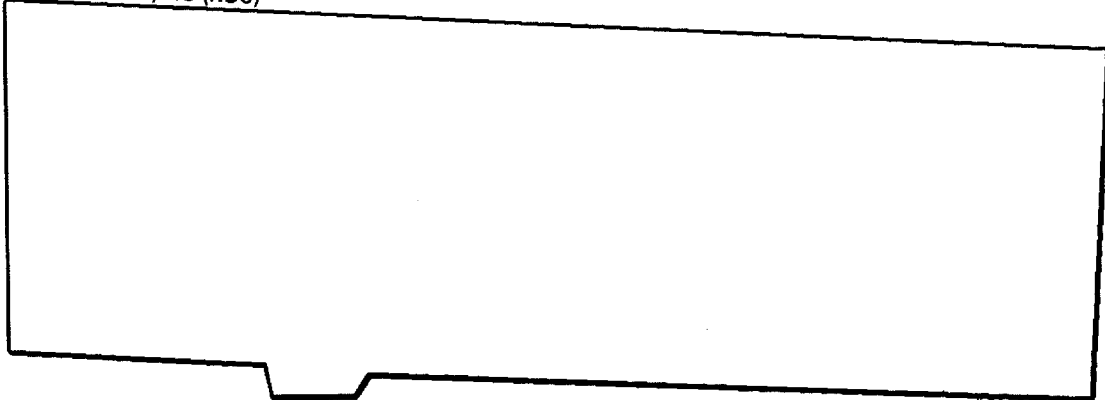
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\$1,895,097

(b)(4)

CLIN 2003

Lee's Summit, MO (NBC)

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\$15,473,700

COW-4-A-0153  
Option Year 2

CLIN

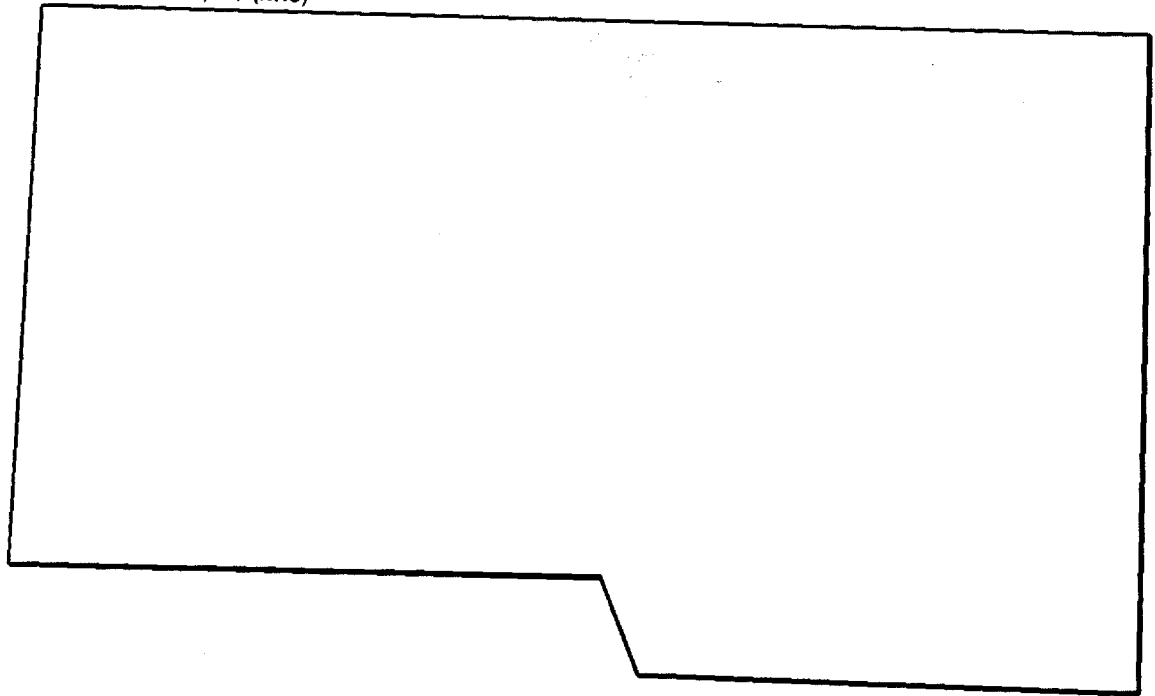
Labor Category

FTE    GSA    Discount    Discounted    Shift    Estimated    Total Estimated  
Schedule    %    Rate    Differential    Hours    Hours    Price  
Rate

CLIN 2004

Lee's Summit, MO (NRC)

(b)(4)



Total Estimated Price Option Year 2    \$29,686,277

COW-4-A-0153  
Option Year 3

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours	Total Estimated Price
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(b)(4)

CLIN 3001	COW Washington DC							\$944,203
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(b)(4)

CLIN 3002	Harrisonburg, VA (RFMF)							\$1,895,097
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(b)(4)

CLIN 3003	Lee's Summit, MO (NBC)							\$15,473,700
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COW-4-A-0153  
Option Year 3

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours Hours	Total Estimated Price
CLIN 3004	Lee's Summit, MO (NRC)							
<b>Total Estimated Price Option Year 3</b>								<b>\$29,686,277</b>

(b)(4)

COW-4-A-0153  
Option Year 4

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours	Total Estimated Price
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CLIN 4001

COW Washington DC

(b)(4)

[Redacted]							
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\$944,203

CLIN 4002

Harrisonburg, VA (RFMF)

(b)(4)

[Redacted]							
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\$1,895,097

CLIN 4003

Lee's Summit, MO (NBC)

(b)(4)

[Redacted]							
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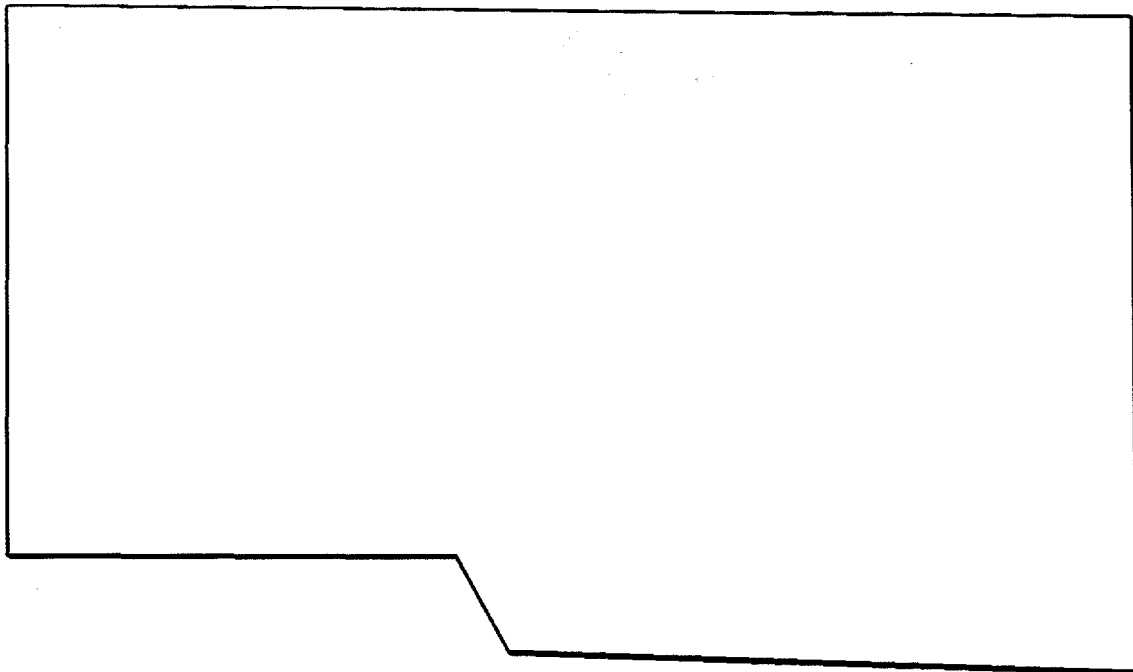
\$15,473,700

COW-4-A-0153  
Option Year 4

CLIN	Labor Category	FTE	GSA Schedule Rate	Discount %	Discounted Rate	Shift Differential Rate	Estimated Hours Hours	Total Estimated Price
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CLIN 4004

Lee's Summit, MO (NRC)



(b)(4)

Total Estimated Price Option Year 4 \$29,686,277

# 1. DEPARTMENT OF HOMELAND SECURITY (DHS) RECORDS OPERATIONS CENTERS (ROC) BLANKET PURCHASE AGREEMENT (BPA)

## 1.1 Introduction

The Department of Homeland Security (DHS) requires records-management; mailroom administration; warehousing; storage and distribution; and facilities management services for four records-management entities under the legacy Immigration and Naturalization Service (INS). As the DHS reorganizes, there may be additional field offices added to this effort.

- RFMF, Harrisonburg, VA
- NRC, Lee's Summit, MO
- NBC, Lee's Summit, MO
- COW HQ in Washington, DC
- Potential new sites (to be defined at the BPA Call level)

On March 1, 2003, the legacy Immigration and Naturalization Service (INS) transitioned to the Department of Homeland Security (DHS). Although some changes are anticipated within the new organization, including name changes of some organizational units and regions, the requirements described in this solicitation will continue to serve the same functions and objectives. Any changes in organizational names or site locations will be noted in BPA Calls.

The DHS will support this requirement by awarding one Blanket Purchase Agreements (BPA) to a selected firm on the General Services Administration (GSA) Schedule, Group 36, Special Identification Number (SIN) 51-504 Records Management and 733-1 Mailroom Management. Any work performed under the BPAs will be initiated by placing a Fixed-Price or Time and Material – Labor Hour Call against the master BPAs. Other Direct Costs (ODCs) will be authorized contingent upon prior Headquarters (HQ) Contracting Officer's Technical Representative (COTR) approval and negotiated with each BPA Call.

## 1.2 Blanket Purchase Agreement

In the spirit of the Federal Acquisition Streamlining Act, the Department of Homeland Security and

SEI Technology

enter into a single BPA to support the DHS. The intent is to further reduce the administrative costs by acquiring commercial items and services from the GSA Federal Supply Schedule (FSS) Contract(s).

FSS Contract BPAs eliminate contracting and open market costs such as: the search for sources; the development of technical documents and solicitations; and the evaluation of bids and Offerors. Teaming arrangements are permitted with FSS Contractors in accordance with the Federal Acquisition Regulation (FAR) - FAR part 9.6, *Contractor Team Arrangements*.

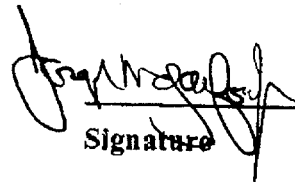


This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the Schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

**Signatures:**

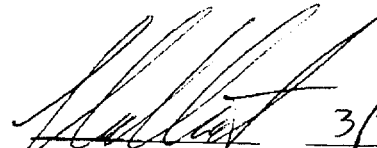
**Department of Homeland Security:**

Joseph M Garfinkel, Jr. C.O.  
 Printed Name Contracting Officer

 MAR 31 2004  
 Signature Date

**Contractor - SEI Technology:**

Walter M. Curt CEO  
 Printed Name Company Title

 3/31/2004  
 Signature Date

## **2. BPA TERMS AND CONDITIONS**

Following are the general requirements applicable to this BPA:

The contract services/products to be ordered under this BPA are described in the attached Statement of Work (SOW) and orders will be placed according to the ordering procedures described below in paragraph 2.6.

It is the responsibility of the Offeror to notify the Contracting Officer (CO) of GSA Schedule price changes affecting line items and services listed in this BPA prior to award of any Call. The discounts shall be in terms of percentage discounts to be applied against the GSA Schedule price for the product or services. If discounts are conditional on a given dollar volume or other condition, this must be stated clearly. These discounts do not preclude the Contractor from offering or the Government from asking for further price reductions in accordance with commercial practice, market forces, and volume buying at the time of placing orders against this BPA. The discounts shall remain the same throughout the term of the BPA.

### **2.1 Federal Supply Schedule (FSS)**

All Calls placed against this BPA are subject to the terms and conditions of the Offeror's FSS Contract.

### **2.2 Delivery**

Delivery destination and schedule will be specified in each Call.

### **2.3 BPA Volume**

The Government estimates, but does not guarantee, that the volume of purchases for Indefinite Delivery Indefinite Quantity (IDIQ) BPA may range from \$40 million to \$234 million. This is the total estimated value of the BPA over 60 months.

### **2.4 Funding**

The BPA does not obligate any funds. Incremental funding will be provided through individual Calls.

### **2.5 BPA Expiration**

The BPA expires at the end of the current Offeror's GSA Schedule contract period or each subsequent contract period for which GSA extends the Schedule contract. The Government expects that the Offeror will provide at least five (5) years service under this agreement.

### **2.6 Length of BPA**

The BPA will have a base year and four (4), one-year options.

## 2.7 Ordering Procedures

Calls will be placed against the BPA. The Contractor shall submit a proposal when requested by the CO for Calls. Initially four Calls will be placed against this BPA. These Calls will be based on the proposal submitted by Offeror and evaluated for award.

Each Call issued under this BPA will include the following information as applicable:

- BPA number and Call number
- Date of the Call
- Description of the work to be performed
- The work Schedule, period of performance, or required completion date
- Place of delivery or performance
- Deliverables
- Contract Line Item Number (CLIN) number and description, quantity, unit price and extended total
- Type of task, e.g., Time and Materials (T&M) basis
- The invoicing procedures
- Accounting and appropriation data

These four initial Calls will be issued will be on a Time and Material basis with Fixed Price labor rates.

## 2.8 Period of Performance for Calls Awarded Under the BPA

The period of performance for each Call shall be specified in each Call awarded. The intent of the Government is that the period of performance for the BPA Call(s) is from the date of award not to exceed one year.

## 2.9 Points of Contact (POCs)

Points of Contact (POCs) for this BPA will be announced at time of award and protocols for delivering reports, invoices, and other deliverables will be described at the BPA Kick-Off Meeting.

### 2.9.1 Ordering Officials:

The following CO is hereby authorized to place Calls under the BPA:

Joseph M. Garforth Jr.  
425 I Street, NW, Room 2208  
Washington, DC, 20536  
(202) 514-3630

## 2.10 Invoicing

Unless otherwise agreed to, delivery tickets or sales slips must contain the following information as a minimum and shall accompany all deliveries under this BPA:

- Name of Contractor
- Contract number
- BPA number
- Labor category
- Call number
- Contract line item number
- Date of order
- Quantity, unit price, and extension of each item
- Performance period
- Interim payment period

### 2.10.1 Invoice Submission

The Contractor shall be required to submit monthly invoices within 10 business days of the close of the period for which the invoice is being submitted. Each Call shall specify the method of payment. The requirements of a proper invoice are as specified in the FSS Contract.

### 2.11 Invoice Distribution

The Contractor must provide an original proper invoice as stated in the FSS Contract to the designated COTR as indicated on each Call (invoices broken down per field site). The COTR or other personnel delegated authority by the COTR, at the receiving or secure storage location will be responsible for completing the receiving report, and will forward the original receiving report and endorsed invoice to the CO. The CO will forward the original invoice and receiving report to Finance for payment. Payment will not be rendered to the Contractor until both an original proper invoice and receiving report noting the acceptance of the products/services are submitted to the Finance office as described above. Invoices shall be submitted no later than 90 calendar days from the receipt of goods or services. The Contractor shall submit invoices as follows:

Original invoice plus four copies (for each of the four field sites) to the COTR:

ATTN: Janice Parker  
Department of Homeland Security (DHS)  
111 Massachusetts Ave., ULLICO Building, 4<sup>th</sup> Floor  
Washington, DC 20001  
(202) 616-7656  
janice.parker@dhs.gov

Copy of invoice to the CO:

ATTN: Joseph M. Garforth Jr.  
425 I Street, NW, Room 2208  
Washington, DC, 20536  
(202) 514-3630  
joseph.garforth@dhs.gov

### 2.11.1 Payment to Contractor

The DHS will make payment to the Contractor using the Automatic Clearing House (ACH) Network.

### **2.11.2 Receipt of Payment**

After the BPA is awarded, but no later than 14 calendar days before an invoice or BPA finance request is submitted to the Government, the Contractor shall designate a financial institution for receipt of electronic funds transfer payments. Submission shall be done on Standard Form (SF) 3881, *Payment Information Form ACH Vendor Payment System*.

### **2.12 Order of Precedence**

The terms and conditions included in this BPA apply to all orders/calls issued pursuant to it. In the event of an inconsistency between the provisions of this BPA and the terms and conditions of the Contractor's schedule contract, the terms and conditions of the GSA Schedule Contract will take precedence.

### **2.13 Security Clearances**

#### **2.13.1 DHS Clearance Security Requirements**

A select number of Contractors working on this BPA are required to have a Department of Justice (DOJ) "T2" clearance. In order to process certain problem cases, a specified number of contract employees will need to be upgraded to a "T1" clearance. The COTR and On-Site COTR will determine the number of "T1" clearances needed. These employees will be working with the Transaction Records Keeping System in Central Index System. Access to this system requires the user to have a "T1" clearance. Therefore, the Contractor shall be expected to provide the appropriately cleared "T1" and "T2" personnel who are experienced and qualified to execute the tasks in this SOW.

#### **2.13.2 DOD SECRET Clearance Requirements**

Some records centers may require a select number of Contractor personnel to maintain a Department of Defense (DOD) SECRET level clearance. The ORS ROH states the mail must be opened: "...in the presence of two or more people. At least one individual must have a SECRET clearance. This is to ensure correct handling of classified documents and to ensure the security of fees."

If such a requirement is imposed, it will be identified in the individual BPA Call(s) where the Contractor shall provide at least two appropriately cleared Contractor employees (one primary and one alternate) at the DOD SECRET clearance level who are experienced and qualified to work mailroom operations.

#### **2.13.3 DD Form 254 DOD Contract Security Classification Specification**

The potential exists for some records centers to maintain classified documents while working mailroom operations. In that event, the Contractor shall establish and maintain a classified facility and procedures for receipt, storage, and generation of classified material, up to and including U.S. SECRET Not Releasable, in accordance with the security programs such as the

National Industrial Security Program Operating Manual (NISPOM) (DOD 5220.22-M), *Contract Security Classification Specification* (DD Form 254), and appropriate DHS security instructions or guidelines. No classified information shall be sent to or stored at the facility before it has been granted a facility clearance and storage capability defined by the DOD.

If such a requirement is imposed, it will be identified in the individual BPA Call(s) and the requirements will be contained in the accompanying DD Form 254. Storage of required classified documentation would be at the designation stated in each individual BPA Call(s) and in accordance with the DD Form 254.

## **2.14 Security Requirements**

In each BPA Call the security requirements shall be specified, if they deviate from this BPA Security Requirements section.

### **2.14.1 General**

The Department of Homeland Security (DHS) has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to classified National Security Information (herein known as classified information). Classified information is Government information, which requires protection in accordance with Executive Order 12958, Classified National Security Information, and supplementing directives.

The Contractor will abide by the requirements set forth in the DD Form 254, *Contract Security Classification Specification*, included in the contract, and the National Industrial Security Program Operating Manual (NISPOM) for the protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor has access to classified information at a DHS or other Government Facility, it will abide by the requirements set by the agency.

### **2.14.2 Suitability Determination**

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

### 2.14.3 Background Investigations

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through the Security Office. Prospective Contractor employees shall submit the following completed forms to the Security Office through the COTR no less than 30 days before the starting date of the contract or 30 days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 85P, "Questionnaire for Public Trust Positions"
2. FD Form 258, "Fingerprint Card" **(2 copies)**
3. Foreign National Relatives or Associates Statement
4. Form 555, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Form G-736 – "Pre-Employment Suitability Check" **(2 years employment verification)**

The Contractor using Form G-736 will provide documentation that previous employers of all new contract employees have been interviewed to ascertain the following information:

- a. Verification of employment history (dates, salary, job titles and duties for the most recent 2 years).
- b. Reason for leaving employment.
- c. Eligibility for re-hire.
- d. Name of person contacted.
- e. Name of employee doing the interview on behalf of the Contractor.

The Contractor shall conduct and provide the results of the pre-screening employment activity along with a current credit check.

Required forms will be provided by DHS at the time of award of the contract. The Security Office will accept only complete packages. Specific instructions on submission of packages will be provided upon award of the contract.

Be advised that unless an applicant requiring access to sensitive information has resided in the U.S. for three of the past five years, the Government may not be able to complete a satisfactory

background investigation. In such cases, DHS retains the right to deem an applicant as ineligible due to insufficient background information.

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position that involves access to or development of any DHS IT system. DHS will consider only U.S. Citizens and LPRs for employment on this contract. DHS will not approve LPRs for employment on this contract in any position that requires the LPR to access or assist in the development, operation, management or maintenance of DHS IT systems. By signing this contract, the contractor agrees to this restriction. In those instances where other non-IT requirements contained in the contract can be met by using LPRs, those requirements shall be clearly described.

#### **2.14.4 Continued Eligibility**

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

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

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

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

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

#### **2.14.5 Employment Eligibility**

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

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The



Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

#### **2.14.6 Security Management**

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

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

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

#### **2.14.7 Information Technology Security Clearance**

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

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

#### **2.14.8 Information Technology Security Training And Oversight**

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

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

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

#### **2.14.9 Minimum Computer And Telecommunications Security Requirements**

Due to the sensitive nature of Department information, the Contractor is required to develop and maintain a comprehensive computer and telecommunications security (C&TS) program to address the integrity, confidentiality, and availability of sensitive but unclassified (SBU) information during collection, storage, transmission, and disposal. The Contractor's security program shall adhere to the requirements set forth in the Department's IT Security Program Publications. The Contractor shall establish a working relationship with the Information Systems Security Manager (ISSM)

##### **2.14.9.1 C&TS In The Systems Development Life Cycle (SDLC)**

C&TS activities in the SDLC are outlined in each current version of the SDLC Manual. The Contractor shall assist the appropriate ISSO with development and completion of all security related activities contained in the SDLC. These activities include development of the following documents:

- *Sensitive System Security Plan (SSSP)*: This is the primary reference that describes system sensitivity, criticality, security controls, policies, and procedures.
- *Contingency Plan (CP)*: This plan describes the steps to be taken to ensure that an automated system or facility can be recovered from service disruptions in the event of emergencies and/or disasters
- *Risk Assessment (RA)*: This document identifies threats and vulnerabilities, assesses the impacts of the threats, evaluates in-place countermeasures, and identifies additional countermeasures necessary to ensure an acceptable level of security
- *Security Test and Evaluation (ST&E)*: This document evaluates each security control and countermeasure to verify operation in the manner intended. Test parameters are established based on results of the RA
- *Certifier's Statement*. The certification phase and statement testifies that the correct and effective implementation security controls are in place

##### **2.14.9.2 Security Assurances**

All statements of work and contract vehicles shall identify and document the specific security requirements for outsourced services and operations that are required by the contractor. Outsourced services and operations shall adhere to the Department's security policies. The security requirements shall include how the Department's sensitive information is to be handled and protected at the contractor's site, including any information stored, processed, or transmitted using the contractor's computer systems, the background investigation and/or clearances required, and the facility security required. At the expiration of the contract, statements of work and contract vehicles shall require the return of all sensitive Department information and IT

resources provided during the life of the contract and certification that all Department information has been purged from any contractor-owned system used to process Department information. Components shall conduct reviews to ensure that the security requirements in the contract are implemented and enforced.

### **2.14.9.3 Data Security**

SBU systems must be protected from unauthorized access, modification, and denial of service. The Contractor shall ensure that all aspects of data security requirements (i.e., confidentiality, integrity, and availability) are included in the functional requirements and system design, and ensure that they meet the minimum requirements as set forth in the most currently approved Department publications. These requirements include:

- *Integrity* – The computer systems used for processing SBU must have data integrity controls to ensure that data is not modified (intentionally or unintentionally) or repudiated by either the sender or the receiver of the information. A risk analysis and vulnerability assessment must be performed to determine what type of data integrity controls (e.g., cyclical redundancy checks, message authentication codes, security hash functions, and digital signatures, etc.) must be used.
- *Confidentiality* – Controls must be included to ensure that SBU information collected, stored, and transmitted by the system is protected against compromise. A risk analysis and vulnerability assessment must be performed to determine if threats to the SBU exist. If it exists, data encryption must be used to mitigate such threats.
- *Availability* – Controls must be included to ensure that the system is continuously working and all services are fully available within a timeframe commensurate with the availability needs of the user community and the criticality of the information processed.

## **2.15 Bonding and Insurance**

The company shall maintain proper insurance and bonds to ensure they are licensed and bonded in accordance with State and Federal regulations.

### **2.15.1 Bonding**

The Contractor is liable for all DHS funds and valuables in the custody of Contractor employees and must at all times be able to fully account for them. During the BPA performance period, the Contractor shall obtain and maintain employee dishonesty bonds covering all Contractor employees involved in fee collecting and processing. Such bonds shall secure the Contractor for losses caused by dishonesty or negligence on the part of an employee in connection with the handling of bonds, fines, application fees, etc. Within 15 calendar days after award, the Contractor shall provide proof of bonding in compliance with State and local requirements for each district office. This coverage should extend to all Contractor employees.

### 2.15.2 Insurance

The Contractor warrants that insurance (currently in force) coverage exists in the following areas and in the amount not less than those specified below:

Coverage			
Type of Insurance	Per person	Property	Per Accident
Comprehensive	\$100,000	\$50,000	\$500,000
General Liability	\$100,000	\$50,000	\$500,000
Workers Compensation as required by law at the job site.			

### 2.15.3 Comprehensive General Liability

The Comprehensive General Liability policy shall contain a provision worded as follows:

*"The Insurance Company waives all rights of subrogation against the United States of America, which may arise by reason of any payment under the policy."*

### 2.15.4 Evidence of Insurance

The Contractor shall file with the CO within three (3) business days after award of the BPA, a certification of insurance evidencing the above coverage. The Contractor shall file with the CO within five (5) business days after receipt, notice of cancellation or reduction below the above cited amounts any insurance coverage related to this requirement.

### 2.15.5 Subcontractor Insurance

The Contractor warrants that such insurance coverage for all subcontractors, who will work at the site, does or will exist before each subcontractor personnel enter the Government premises.

### 2.16 Permits and License

In the performance of work hereunder, the Contractor shall obtain and maintain in effect all necessary permits and licenses required by Federal, State, or Local Governments, or subdivisions thereof, or of any other duly constituted public authority. Further, the Contractor shall obey and abide by all applicable laws and ordinances.

### 2.17 Accident Report Procedures

In the event of an accident involving Government personnel or property, the Contractor shall submit a report to the CO via the on-site and COTR in letterform that will include the following:

- Time and date of occurrence
- The place of occurrence
- A list of personnel directly involved
- A narrative description of the accident and circumstances

## **2.18 Employment Eligibility**

The Offeror must agree that each employee working on this contract shall be a United States (U.S.) Citizen, and shall have a Social Security Card issued and approved by the Social Security Administration. The Offeror shall be responsible to the Government for acts and omissions of its employees and for any Subcontractors and their employees.

### **2.18.1 Employment of Illegal Aliens**

Subject to existing law, regulations, and other provisions of this BPA, the Contractor shall not employ illegal or undocumented aliens to work on, or with this contract. The Contractor shall ensure that this provision is expressly incorporated into any and all subcontracts or subordinate agreements issued in support of this BPA.

## **2.19 Government Furnished Property (GFP)**

The DHS does not anticipate providing any property to the Offeror beyond that stated in the SOW for the performance of work under the BPA. However, should the Government determine that it would furnish property to the Contractor, the Government will identify the property and provide specific Government property reporting, and disposition instructions in orders issued under the BPA as applicable. The Government will provide maintenance and repairs on all GFP.

### **2.19.1 GFP Reporting**

In compliance with FAR 45.505-14, *Reports of Government Property*, by January 31 of each year, the Contractor shall provide to the CO an annual report of the DHS property for which the Contractor is accountable, as of the end of the calendar year.

### **2.19.2 GFP Inspection and Inventory**

Prior to the start date and end date of any BPA Call issued hereunder, the On-Site COTR will conduct an inspection and inventory of the Government facilities and equipment to document the condition and state of repair of the facilities and equipment to be operated or used by the Contractor. Based on this inspection, the COTR will prepare a condition report and will provide a copy of this report to the Contractor and to the CO. If the Contractor concurs with the report, the Contractor shall sign to acknowledge receipt and acceptance of the condition report.

## **2.20 Contractor Location**

DHS will require the Contractor to locate personnel at DHS facilities and field offices or at Contractor facilities, according to individual BPA calls. Day-to-day supervision and direct control over the work performed by these individuals shall be the sole responsibility of the Contractor. The Contractor shall provide a Project Manager (PM) to serve as a single POC within the Washington, D.C. Metropolitan area to liaison with the COTR and on-site COTR.

## **2.21 Key Personnel**

Key personnel on the BPA are defined as the Project Manager (PM) and the Assistant Project Manager (APM). Additional Key Personnel may be required for individual BPA Calls, if the Government designates positions as being essential or "key" to the work performed under that

Call. Key personnel shall be available to support the requirements of Calls issued under the BPA and ensure that all work performed meets the requirements set forth in the Call.

#### **2.21.1 Substitution or Replacement of Key Personnel**

The personnel specified as key personnel in a given BPA Call are considered essential to the work performed under the BPA. In the event either absences or resignations of any Contractor staff, the Contractor shall provide fully qualified, experienced, and trained alternates to serve as substitutes or replacements for the position. The Contractor shall notify the CO no later than 30 calendar days in advance and shall submit justification (including the names and resumes of the proposed substitutions) in sufficient detail to permit evaluation of the impact on the program. The proposed substitutions shall possess qualifications equal or superior to those of the key person(s) being replaced. The Contractor shall make no substitutions or replacements without the written consent of the CO. During the first 120 days of this BPA, no key personnel substitutions or replacements will be permitted unless an individual's sudden illness, death, or termination of employment necessitates such substitutions. In any of these events, the Contractor shall promptly notify the CO and provide the information required by the Key Personnel clause. The list of key personnel set forth in this clause may be amended from time to time during the BPA either to add or delete personnel to the Call or BPA itself, as appropriate.

#### **2.21.2 Employment of Key Personnel**

The PM and APM shall be full-time employees of the prime Contractor at the time proposal submission who possess familiarity with the company lines of business and business processes. The Contractor shall furnish the name, phone number, and resume of the PM and APM and other pertinent information as required by the Government at the time of proposal submission.

#### **2.22 Standards of Conduct**

In performing task orders issued hereunder, Contractor personnel may be required to interact with high-level Government officials. The Contractor shall ensure that all its personnel conduct their work in a professional and responsible manner. All Contractor personnel working on the Government's site shall abide by the rules and regulations as outlined in the Standards of Conduct (28 CFR part 45).

#### **2.23 Rights in Government Furnished Data and Materials**

The DHS shall retain all rights and privileges, including those of patent and copyright, to all Government furnished data. The Contractor shall neither retain nor produce for private or commercial use any data or other materials furnished under a BPA/Call. The Contractor agrees not to assert any rights at common law or in equity or establish any claim to statutory copyright to such data. These rights are not exclusive and are in addition to other rights and remedies to which the Government is otherwise entitled elsewhere in this BPA or a BPA Call.

#### **2.24 Indemnification**

The Contractor assumes full responsibility for and shall hold harmless and indemnify the Government against any and all losses or damage of whatsoever kind and nature, to any supplies and accessories or spare parts furnished, while in its custody and care for storage, repairs, or

service to be performed under the terms of this BPA, resulting in whole or in part from the negligent acts or omissions of the Contractor, and subcontractor or any employee, agent or representative of the Contractor or subcontractor.

If due to fault, negligent acts (whether of commission or omission) and/or dishonesty of the Contractor or its employees, any Government-owned or controlled property is lost or damaged as a result of the Contractor's performance of this BPA, the Contractor shall be responsible to the Government for such loss or damage, and the Government may, in lieu of payment thereof, require the Contractor to replace at its own expense, all property lost or damaged.

**2.25 Accessibility by Individuals**

Any equipment provided or proposed by the Contractor shall be capable of enhancement to provide handicapped employees with sensory, cognitive, and/or motor impairments accessibility to the equipment. The National Institute on Disability and Rehabilitation Research and the GSA establishes the guidelines for these enhancements.

**2.26 Consultants**

The Government will use the services of consultants on this BPA. These consultants could be used to assist the Government in the evaluation of Offerors and the administration of the BPA. These services will be obtained from other Government agencies and from private firms.

**2.27 Non-Personal Services**

This is a "Non-personal Services" BPA. The personnel rendering the services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Should any DHS employee other than the COTR ask or direct a Contract employee to deviate from established production requirements, priorities, or performance procedures and requirements, the Contractor employee will refer the matter to the PM for resolution.

**2.28 Other Direct Costs (ODC)**

Other Direct Costs shall consist of the following:

- Travel for management and oversight personnel, and for balancing the workforce to meet workload surges
- Maintenance, operation, and rental of courier vans, scissor lifts, etc. as required to perform the mission

**2.29 Teaming**

DHS encourages the establishment of Contract Teaming Arrangements in accordance with and as prescribed by FAR Subpart 9.6. The discount structure for services provided by these teaming partners must conform to the discount structure in the BPA.

The Team Leader (Insert Leader & GSA Schedule)

The Team Members Are (Insert Team Members & GSA Schedule)

### 3. LABOR CATEGORIES

#### 3.1 Labor Category Definitions – Key Personnel

##### 3.1.1 Project Manager

**Duties:** The Project Manager plans, organizes, and controls the overall activities of the BPA at all geographically dispersed sites (i.e. project management technical work, quality control, scheduling and costs associated with various Calls made against the BPA). The Project Manager is the Contractor's primary interface with the Government Representative and DHS personnel locally and at DHS Headquarters. The Project Manager ensures that all Contractor-performed activities at all site locations and are operated in conformance with the terms and conditions of the BPA and with the individual Calls issued.

**General Experience:** At least eight (8) years of progressively responsible experience in records or information systems management including financial, administrative, and project management responsibilities. The Project Manager must possess strong verbal and written communication skills.

**Specialized Experience:** At least four (4) years of experience relating directly to the management and oversight of records or information systems operation, including administering contracts, overseeing major project operations, supervising personnel, and interacting with technical and functional personnel at all organizational levels. Specific experience is required in managing a large-scale project involving data entry, mail and file management/quality control. The Project Manager must have a minimum of two (2) years of Government contract management experience.

**Education:** The Project Manager must have earned an advanced degree (masters level or equivalent) in a field of study directly related to management of contracts, records, finances, businesses or information systems. Related work experience may be substituted for the formal education requirement at a rate of one year of work experience for each year of college credits earned.

##### 3.1.2 Assistant Project Manager

**Duties:** The Assistant Project Manager assists the Project Manager in planning, organizing, and controlling the overall activities of the BPA at all geographically dispersed sites (i.e. project management technical work, quality control, scheduling and costs associated with various Calls made against the BPA). The Assistant Project Manager will have the authority to act on behalf of the Project Manager in the Project Manager's absence or when assigned such duties by the Project Manager.

**General Experience:** The Assistant Project Manager must have at least six (6) years of progressively responsible experience in records or information systems management including financial, administrative, and project management responsibilities. The



Assistant Project Manager must possess strong verbal and written communication skills to function in a high level executive environment.

**Specialized Experience:** The Assistant Project Manager must have at least three (3) years of experience relating directly to the management and oversight of records or information systems operations, including administering contracts, overseeing major project operations, supervising personnel, and interacting with technical and functional personnel at all organizational levels. Specific experience is required in managing a large-scale project involving data entry, mail and file management/quality control. Must have a minimum of two (2) years of Government contract management experience.

**Education:** The Assistant Project Manager must have earned an advanced degree (masters level or equivalent) in a field of study directly related to management of contracts, records, finances, businesses or information systems. Related work experience may be substituted for the formal education requirement at a rate of one year of work experience for each year of college credits earned.

## 3.2 Labor Category Definitions-Non-Key Personnel

### 3.2.1 Senior Business Process Analyst

**Duties:** The Senior Business Process Analyst studies a client's existing manual and automated processes. The Senior Business Process Analyst prepares reports or transmits information to a technical writer for documentation. The Senior Business Process Analyst designs new processes to increase the efficiency and effectiveness of the client's operations and provides evidence of the superiority of the suggested methods. The Senior Business Process Analyst also reads, understands, and produces documentation concerning large organization policies and procedures.

### 3.2.2 Task Manager

**Duties:** The Task Manager serves as a team leader and provides technical direction required to assure program success. He or she may serve as a technical expert in a specific area. Other analysts, programmers, or technical personnel may assist him or her on a project.

### 3.2.3 Management Analyst

**Duties:** The Management Analyst is responsible for analyzing highly complex activities/areas of concern and presenting feasible alternatives and recommendations based on thorough research and analyzes used for the development, implementation, and maintenance of quality control projects and plans. The Management Analyst assures compliance with approved methods and quality standards and is familiar with a variety of the field's concepts, practices, and procedures.

### 3.2.4 Programmer

**Duties:** The Programmer interprets and prepares coded instructions based on flowcharts, program specifications, input-output specifications, utility routines, decision tables, and

user requirements. The Programmer analyzes and solves computer programming problems, tests and documents computer program, including modifications to programs and train users.

### 3.2.5 Assistant Task Manager Data/Records Management

**Duties:** The Assistant Task Manager Data/Records Management helps supervise the operation of a large file facility dedicated to storage of paper files and oversees 10 to 20 file clerks. The Assistant Task Manager Data/Records Management helps supervise the unloading and loading of boxes of files onto and from large trucks, timely shipments of files, singly or large batches, to other file facilities within the United States, and is responsible for assuring that each file can be located at all times. The Assistant Task Manager Data/Records Management is responsible for maintaining computerized database showing location of each file in the warehouse and reports directly to the file facility supervisor. As a team leader, provides technical direction for the systems development effort from requirements analysis and feasibility studies to post-implementation evaluation. The Assistant Task Manager Data/Records Management may serve as a technical expert in a specific area and may be assisted on a project by other systems analysts, programmers, or technical personnel.

### 3.2.6 Senior Administrative Specialist

**Duties:** The Senior Administrative Specialist supervises administrative assignments, develops solutions and procedures to improve specific departmental policies or work flow. The Senior Administrative Specialist must possess solid planning skills to analyze program goals and objectives to make accurate short and long term projections to establish program needs and resource requirements. The Senior Specialist analyzes problems in daily departmental and field operations and procedures, evaluates data collected, and prepares recommendations to improve organizational structure, procedures, and work flow. The Senior Administrative Specialist will execute special studies of administrative operations and is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations' principles and practices.

### 3.2.7 Administrative Specialist

**Duties:** The Administrative Specialist independently or under the supervision of the Senior Administrative Specialist, develops solutions and procedures to improve specific departmental policies or work flow. The Administrative Specialist analyzes specific problems in daily departmental and field operations and procedures, evaluates data collected, and prepares recommendations to improve organizational structure, procedures, and work flow. The Administrative Specialist will execute special studies of administrative operations and is knowledgeable in administrative practices and office management, work simplification, organizational theory and practice, and human relations' principles and practices.

### 3.2.8 Network Engineer

**Duties:** The Network Engineer is responsible for cable plant installation, workstation connection, and integration of hardware/software for computer networks. The Network Engineer responsible for the design, configuration, and topology of local area networks. The Network Engineer assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. The Network Engineer installs network hardware and software, including network operating systems and monitors data communications to ensure that network is available to all users; and troubleshoots and resolves routine problems.

### 3.2.9 Quality Control Inspector (QCI)

**Duties:** The QCI verifies compliance with work standards, paying particular attention to timeliness and accuracy of the work performed; screens problem documents for corrective action; keeps various logs; and uses random sampling to evaluate process efficiency. The QCI is responsible for recognizing data problems that might invalidate samples, investigating complaints and violations, preparing reports of findings and action taken or recommended, and recommending changes in standards, administrative procedures, methods, and standards.

### 3.2.10 Driver (Courier)

**Duties:** The Courier drives light trucks to deliver messages, documents, packages, and mail to various Government agencies and business concerns. He or she may transport office personnel and visitors, and perform miscellaneous errands such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. The Courier obtains receipts for articles delivered and keeps a log of items received and delivered. The Courier may deliver items to offices and departments within an establishment.

### 3.2.11 Data Entry Clerk

**Duties:** Data Entry Clerks enter information from DHS source documents into various automated systems using formatted input screens. Source information includes applications, petitions, forms, supplemental documentation, DHS decisions, and other documents. They modify, update, and correct data contained in automated systems. They perform data inquiries and searches on DHS automated systems; generate records and reports from these systems; perform name and Alien number searches. This position requires the application of training, experience, and judgment in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered.

**Experience:** The Data Entry Clerk I must have at least four (4) years of work experience, one (1) of which must be specialized. The Data Entry Clerk II must have at least (2) years of work experience, one (1) of which must be specialized. The Data Entry Clerk III must demonstrate rudimentary computer and keyboard skills.

**ATTACHMENTS:**

- ATTACHMENT A Statement of Work**
- ATTACHMENT A.1 Acronyms and Definitions**
- ATTACHMENT A.2 ROC Immigration-Related Forms**
- ATTACHMENT A.3 ROC Security-Related Forms**
- ATTACHMENT A.4 DD 254 DOD Contract Security Classification Specification  
(To be issued after contract award)**
- ATTACHMENT A.5 Project Management Plans**
- ATTACHMENT A.6 DHS Solicitation Applicable Documents CD**
- ATTACHMENT A.7 INS Fees Collection Processing Appendix 46-I CD**

STATEMENT OF WORK  
FOR  
RECORDS OPERATIONS CENTERS (ROC) SUPPORT

ATTACHMENT A

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## 1. **BACKGROUND**

The mission of the Department of Homeland Security (DHS) Bureau of Citizenship and Immigration Services (CIS) -- formerly the Immigration & Naturalization Service (INS) -- is to administer the Immigration and Naturalization Act. To perform this mission, the Office of Records Services (ORS) must ensure the availability of accurate, current, and reliable information that can be retrieved immediately. Enforcement and eligibility decisions depend, to a large extent, upon the accuracy and integrity of the information contained in Receipt Files and Alien Files (A-Files). Ideally, there exists one A-file for each individual with whom CIS has a relationship.

### 1.1 **Centralized Initiative**

Until recently, ORS operated in more than 80 field offices, each controlling a certain number of A-Files, in a decentralized environment. Because these offices had been creating and transferring files without using a single, master control system, the accuracy and completeness of information available to DHS was at risk. To remedy this situation, ORS developed the Records and Processes Improvement Design Project (RAPID) in the early 1980s. RAPID is an initiative designed to centralize DHS paper file holdings, enhance the quality of the electronic data related to those files, and improve the process of delivering information to CIS' internal and external customers.

#### 1.1.1 **Remote File Maintenance Facility (RFMF)**

As a first step toward file centralization, ORS created the **Remote File Maintenance Facility (RFMF) in Harrisonburg, Virginia**, in 1997. This effort was initiated to relieve overcrowded Service Centers. The RFMF served as a prototype centralized file facility to relieve overcrowded Service Centers and has provided solutions for special projects. At present, the RFMF consists of a 120,000 square foot warehouse facility that houses over 18 million non-pending receipt files until their destruction, 18.5 million I-94, *Arrival and Departure Record*, documents, and 80,000 A-Files until they are shipped to the National Records Center (NRC) in Lee's Summit, Missouri. With space continually at a premium at the Service Centers, DHS anticipates that the RFMF will continue to be a necessary outlet for **receiving, storing, and servicing receipt files**, and servicing the A-Files in their possession, for the foreseeable future.

#### 1.1.2 **National Records Center (NRC)**

Based on Congressional approval obtained in Fiscal Year (FY) 1999, ORS created the **NRC in Lee's Summit, Missouri**. Serving as the **central repository for all DHS A-File holdings**, the NRC is the cornerstone of the RAPID Project. The establishment of the NRC entailed several steps, including the acquisition and build-out of a 240,000 square foot underground facility, the formulation of policies and procedures to govern file-handling operations, hiring of personnel, and the continual movement of over 15 million A-Files to/from the 80 field offices.

#### 1.1.3 **National Benefits Center (NBC)**

In April 2003, DHS CIS -- formerly the INS Immigration Services Division (ISD) -- Office of Area Operations approved the concept of the conversion of the Missouri Service Center (MSC)



to the **National Benefits Center (NBC) in Lee's Summit, Missouri** which would support a centralized process for providing standardized benefit services to customers nationwide. The NBC facility in Lee's Summit, MO covers approximately 200,000 square feet and is a **centralized processing facility for all District Office applications and petitions for benefits** estimated at approximately 250,000 files for FY04/FY05. Currently, with the conversion to NBC to support field processing and with the services provided from support contracts (Bank One of Chicago for lock box services, U.S. Bank of St. Louis lock box services, and a Mail and File vendor service at NBC), CIS has the ability to consolidate the filing of all applications and petitions for benefits at one location. There are occasions where NBC receives misdirected mail containing fees. The security clearance level requirements identified in this SOW allow for contract employees to handle received fees.

#### 1.1.4 Lock Box Operations

The CIS has contracted with Bank One of Chicago and U.S. Bank of St. Louis for lock box services to receive and process fees associated with DHS applications and petitions. The bank scans each application, receives, and deposits the fees. The bank then forwards the application and petitions to the NBC for adjudication, set up, processing, storage, and maintenance of files. The Contractor provides mail operations and file maintenance support at the NBC.

#### 1.1.5 Central Office Washington (COW) Headquarters (HQ)

In addition, certain centralized processes are conducted at the **Central Office Washington (COW) Headquarters (HQ) in Washington, DC**. The COW HQ staff provides data and records management support to the RFMF, NRC, and NBC facilities, such as performing data inquiries and searches on DHS automated systems upon request, and providing Freedom of Information Act/Privacy Act (FOIA/PA) handling services. In the future, DHS may want to establish new operations centers to centralize additional immigration processes.

### 1.2 Current Workload Environment

#### 1.2.1 RFMF Workload

Estimated annual workload statistics for the RFMF in Harrisonburg, VA include:

- 3 million new receipt files
- 18.5 million I-94, *Arrival/Departure Record*, documents stored on-site
- 250,000 file creations
- 60,000 interfiling actions
- 80,000 requests for return of files
- 620,000 receipt files to be destroyed in FY04
- 19 million receipt files to be maintained

#### 1.2.2 NRC Workload

Estimated annual workload statistics for the NRC in Lee's Summit, MO include:

- 1.5 million sorting/transferring United States Postal Service (USPS), United Parcel Service (UPS), and Federal Express (FedEx) outbound files

- 1.5 million external regular file pulls
- 96,000 external priority file pulls
- 1.7 million generated pull tickets
- 216,000 internal file pulls
- 428,000 mailroom outbound mail pieces
- 60,000 cases for FOIA scanning
- 910,000 inbound interfiling
- 300,000 mailroom inbound mail pieces
- 3.9 million file transfers in
- 14 million file maintenance actions, including:
  - 24,000 Central Index System mismatch error reports
  - 600,000 consolidations/combines/merges
  - 204,000 miscellaneous file maintenance (barcodes, replace jackets etc...)
  - 7.8 million file audits
  - 5 million refiles/compaction
  - 6000 special searches
  - Warehouse functions (box break down, unloading trucks, licensed forklift driver)
  - 910,000 interfiling transactions
  - 84,000 Crewman manifest sorts
  - 12,000 A-file creations
  - 428,000 outbound mail pieces
  - 840,000 file retirements
  - 4 million Federal Records Center compaction process actions

### 1.2.3 NBC Workload

Estimated annual workload statistics for the NBC in Lee's Summit, MO include:

- 10,850 "V" Non-immigrant Visas (I-539, *Application to Extend/Change Non-immigrant Status*; I-765, *Application for Employment Authorization*; I-131, *Application for Travel Document*), and Waivers
- 127,120 "K" Non-immigrant Visas (I-129F, *Petition for Alien Fiancé*; I-765; I-131), and Waivers
- 243,500 late legalization forms (I-485, *Application to Register Permanent Residence or to Adjust Status*; I-765; I-131; I-817, *Application for Family Unity Benefits*), and Waivers

### 1.2.4 COW HQ Workload

Estimated annual workload statistics for the COW HQ support at Washington, DC include:

- 200 boxes packed containing completed AR-11, *Change of Address*, forms and mailed to a support vendor
- 2,400 pieces of misdirected mail sorted
- 96,000 incomplete AR-11 forms attempted to be resolved by conducting searches in the Central Index System, Non-Immigrant Information System (NIIS), and/or Computer-Linked Application Information Management System (CLAIMS) automated systems

- 44,000 incomplete AR-11 forms mailed back to the requestor with a checklist of needed information to process the AR-11 form
- 8,600 pieces of FOIA mail opened
- 180 boxes of FOIA documents shredded
- 19,200 pieces of mail (e.g., FOIA acknowledgements, final actions, transfer and/or referral letters) mailed out to requestors and/or other field control offices (FCOs)
- 16,700 FOIA documents scanned into the FOIA/PA Information Processing System (FIPS)
- 8,600 FOIA request log-ins completed
- 8,500 FOIA request log-outs completed
- 31,500 FOIA files/sheets filed and 11,200 reels filed

**1.3 Manpower Environment**

Approximately 750 Contractor personnel will be required to provide the proposed records management and facilities operations support functions described in this SOW.

**1.3.1 Projected Manpower Environment**

The ROC projected manpower requirements are summarized below in Table 1.

Facility	Government	Contractor
RFMF, Harrisonburg, VA	3	50
NRC, Lee's Summit, MO	167	280
NBC, Lee's Summit, MO	200	400
COW, Washington, D.C.	1	20
<b>Manpower Totals</b>	371	750

*NOTE: Figures represent FTEs*

**Table 1: Projected ROC Manpower Requirements**

**1.4 Future Manpower Considerations**

**1.4.1 DHS Transition**

Incorporation of the legacy INS into the new DHS organization, the new chain of command, and the mission focus brought about by the transition to DHS may place additional demands on the field offices for services within the scope of this contract. Other DHS programs may be supported by this change. It is also anticipated that other locations will be added in the future. DHS may experience large fluctuations in application and production volumes. DHS is adding staff and facilities nationwide to support recent increases in workloads. The Contractor should expect places of performance to be added, deleted, or changed during the BPA term. Changes to types of DHS offices to be supported may also change, e.g., Ports of Entry (POE) may be added. Business processes may be changed. BPA Calls will update any of these changes in terminology, locations, or processes.

### 1.4.2 NBC Conversion

The future conversion of the NBC in Lee's Summit, MO to support a centralized process for field office submissions has been through several phases over the past years. The projected workload for the NBC facility over the next three years includes 1.5 million transactions for FY03 and 1.7 million transactions for FY04/FY05. This future workload will include:

- The transitioning of 699,942 *Application for Naturalization* (N400) cases from the Service Centers to the NBC
- The electronically filed 70,000 *Application for Employment Authorization* (I-765) forms related to field office jurisdictional cases
- The processing of the 367,144 *Application to Register Permanent Residence or to Adjust Status* (I-485) forms, accompanying petitions, and various ancillary applications

### 1.4.3 New Forms

In the event new forms are created as a result of the DHS transition, the processing of these new forms will be negotiated for workload impact, to be defined at the BPA Call level.

## 2. OBJECTIVES

### 2.1 DHS ROC Locations

Since the legacy INS transitioned into DHS, the ORS has continued to invest in promoting the underlying goals of the RAPID project. The continued investment in Records projects will improve the storage and retrieval capability, the reliability, and the integrity of data and records for DHS. To accomplish this, ORS is seeking a Blanket Purchase Agreement (BPA) under which it will issue tasks for records support at DHS ROCs at the following locations:

- RFMF, Harrisonburg, VA
- NRC, Lee's Summit, MO
- NBC, Lee's Summit, MO
- COW HQ in Washington, DC
- Potential new sites (to be defined at the BPA Call level)

### 2.2 BPA Call Objectives

The main objectives of Calls under the BPA will be:

- To ensure the secure storage of DHS immigration and naturalization related files used throughout DHS District Offices, Sub-Offices, Service Centers, Headquarters Offices, and Foreign Offices
- To ensure accurate, reliable, and secure transfer and tracking of A-Files, receipt files, and related information among DHS offices
- To ensure that data and records in the care of DHS Records Centers are accurate, up-to-date, and reliable
- To provide accurate and timely retrieval of DHS files on demand, according to established schedules and procedures

- To ensure the security and integrity of DHS Records Centers, including physical access to files, accurate logging, tracking, and reporting of file locations, and strict adherence to ORS Records Operations Handbook (ROH)
- To support the field offices pre/post adjudication processing by performing file setup, file maintenance, and other file activities, and to ensure the data capture of bio-data and biometrics relevant to electronic systems and card production

### 3. **SCOPE**

#### 3.1 **BPA Services**

Services under this BPA will support ORS activities in the areas of records management and facilities operations that include the following:

- Project planning
- Facility management and operations
- Coordination of records operations among disparate locations
- Automation for storage and retrieval of files and forms
- Transition and relocation of files and forms
- Technical support to establish storage and retrieval procedures
- Evaluation and implementation of index and retrieval technology
- Implementation of hardware and software platforms
- Technological support for systems infrastructure during transition periods
- Implementation of ORS processing and operation procedures
- File shelving setup
- Information technology support
- Operational support for the ORS remote facilities
- Potential new forms administration and handling
- Tracking of legislation that impacts the continued initiatives, development, and implementation of ROC operations and related tasks to ensure DHS compliance with Congressional mandates
- Bar coding activities for each piece of material
- Service Wide Inventory Plan (SWIP) participation in conducting inventories and resolution of inventory discrepancies
- Bio-metric and bio-data collection
- Data integrity

#### 3.2 **Analytical and Documentation Services**

The Contractor may provide a broad range of technical and process support services for the continued development and implementation of the ORS program and related projects on the basis of Calls on the BPA. Calls issued under this BPA will identify specific requirements. Each BPA Call will explain the specific rights and obligations of the parties during the discharge of each requirement. The BPA establishes the scope of the work and recites the terms of the agreement that will regulate Calls issued under it. In support of these activities, the Contractor may perform analytical and documentation services that include:

- Requirements analysis related to the improvement of records management and mailroom operations services
- Functional analysis and documentation related to the improvement of records management mailroom operations services
- Studies, including feasibility studies, cost-benefit analyses, emerging technology reports, and white papers related to the improvement of records management and mailroom operations services
- Technical architecture review related to the improvement of records management and mailroom operations services
- Business Process Improvement Support (BPIS) related to the improvement of records management and mailroom operations services
- Tracking of legislation that impacts the continued initiatives, development, and implementation of the ORS program and related tasks to ensure DHS compliance with Congressional mandates

#### 4. REQUIREMENTS

The tasks described below include current tasks required by DHS ORS and CIS, as well as additional potential records-management support services that may be required in the near future. The tasks are described in general terms to delineate the scope of the BPA. Specific tasks may be further defined in individual BPA Calls, but the scope will not change. All the requirements in this section shall be performed in accordance with the standards, schedules, deadlines, and other regulations and guidance provided in this SOW. BPA Calls may include any of the following tasks:

- Project Management (Task 4.1)
- Courier Services (Task 4.2)
- Mailroom Services (Task 4.3)
- File Operations and Maintenance (Task 4.4)
- Data Systems Activities (Task 4.5)
- Processing Change of Address Cards (AR-11) (Task 4.6)
- Studies and Analyses (Task 4.7)
- Information Technology Support (Task 4.8)
- Business Process Improvement Support (Task 4.9)
- Training (Task 4.10)
- Quality Control (Task 4.11)
- Transition Requirement and Plan (Task 4.12)
- Potential New Operations Centers (Task 4.13)
- COW HQ Support (Task 4.14)

The requirements identified in Tasks 4.1 through 4.5 and 4.7 through 4.12 are specific to the RFMF, NBC, and NRC sites. Tasks 4.6 and 4.14 are specific to the COW HQ site.

#### **4.1 Project Management**

The Contractor shall provide a project management team, including a Project Manager (PM), and Assistant Project Manager (APM). The PM shall serve as a single Point-of-Contact (POC) for the Contracting Officer's Technical Representative (COTR) on all matters relating to this BPA. The PM will direct Contractor performance in a manner consistent with DHS senior management directives, including compliance with the ORS ROH and applicable ORS policy and procedures. The PM shall attend status meetings and assist in preparing status reports and presentations to DHS senior management. The Contractor's Management Team shall maintain Quality Control over BPA activities, assure that all Security regulations and requirements are adhered to, provide measures for maintaining file integrity and access during emergency situations, provide risk assessment and risk management, and manage/control individual task orders/costs. The Contractor's Management Team shall perform continuous process improvement over all aspects of the BPA tasks.

##### **4.1.1 Local Support Facility**

The Contractor shall establish and maintain a local support facility for key personnel (PM and APM) and the project management team. The commute between this facility and DHS Headquarters located in the Union Labor Life Insurance Company (ULLICO) building at 111 Massachusetts Avenue, Washington, DC shall be within the Washington DC Metropolitan area.

##### **4.1.2 Communications and Supervision**

The Contractor's Management Team shall develop and maintain a communications structure that ensures adequate supervision of all Contractor staff and centralized knowledge and reporting of all Contractor activity. The Contractor shall maintain management and communications control over a large workforce in geographically dispersed locations. The Contractor shall ensure this communications and management approach provides for effective Government insight and ensures effective communications. The communications structure shall ensure that no one on the Contractor's staff shall accept any new tasking except from the Contracting Officer (CO).

##### **4.1.3 Quarterly Visits**

Because of the geographical dispersion of the ROC sites, the PM and/or other Contractor manager designated by the COTR, shall visit each site at least once per quarter to conduct management oversight and maintain supervisory and personnel contact with Contractor staff. Before making a site visit, the PM shall coordinate the visitor authorization request (VAR) process with the appropriate personnel. DHS CIS will authorize such visits in advance. If the Contractor encounters any difficult or delay in gaining access to a site, the PM shall immediately inform the COTR.

##### **4.1.4 Personnel Management**

The Contractor shall develop a well-structured plan to obtain appropriate personnel in start up situations, to maintain required staffing levels without interruption, and to retain and motivate qualified employees with no loss of continuity. The Contractor shall manage workloads and balance resources in order to meet unanticipated surges in varying locations, including local offices. Minimum requirements are specified in Attachment A-5, *Project Management Plans*.

#### 4.1.5 Project Management Plan (PMP)

The Contractor shall manage all tasks under this BPA in accordance with a Project Management Plan (PMP), developed by the Contractor and approved by the COTR. The PMP shall explain how the Contractor will balance resources to fully support DHS requirements if there is an unusual workload surge. Attachment A.5, *Project Management Plans* provides detailed language of how the Contractor will address, at a minimum, the following topics:

- Project Organization and Communications Plan
- Personnel Plan
- Security Plan
- Quality Control Plan (QCP)
- Project Deliverables, Reporting, Notices, and Invoicing Plan
- Transition Plan

#### 4.1.6 PMP Updates

The COTR, On-Site COTR, or the Contractor may initiate a PMP update. When a change to the PMP is required, the Contractor shall prepare dated change pages detailing the change, for approval by the COTR. Change pages shall be submitted no later than 30 business days following direction of the COTR. The Contractor shall include with each change page a brief summary of the background and circumstances leading to the change described.

#### 4.1.7 Identification and Resolution of Workload Problems

The Contractor shall be responsible for identifying backlogs, special workload factors, and deficient performance, and for implementing corrective action. Where such actions risk temporary reduction in the Contractor's ability to meet minimum acceptable performance criteria, require deviation from accepted practice, or require additional Government resources, the Contractor shall request and obtain written Government approval from the CO prior to initiating these actions.

#### 4.2 Courier Services

The Contractor shall schedule, track, and manage local transfer of mail, packages, and files between and among DHS facilities, e.g., RFMF, NBC, NRC, and COW HQ including the following:

- DHS offices
- Other Government offices (except agency files)
- United States Postal Service (USPS) Offices
- DHS Naturalization Ceremony sites
- Federal Express (FedEx)
- Other commercial delivery services



The Contractor shall perform non-scheduled, expedited deliveries or pick-ups during local established work hours. Additional courier services, within this general scope, may be required in specific BPA Calls. All courier services shall be insured and bonded.

#### 4.2.1 Courier Delivery Vehicles

The Contractor shall provide the following vehicle services for courier and mail operations:

- The Contractor shall supply vehicles to meet all size and security requirements of typical DHS deliveries, e.g., truck drivers for 19-foot box trucks.
- Vehicles shall be properly maintained to ensure that no deliveries are missed due to vehicle inoperability.
- If a Contractor vehicle is out of operation for any reason, e.g., an accident, break down, traffic violation or any other reason, the Contractor shall provide a replacement vehicle within three hours from the time the vehicle is deemed inoperable, with the approval of the On-Site COTR.
- The Contractor shall provide vehicle insurance, including liability coverage sufficient to ensure that the Government incurs no liability due to Contractor's negligence in the operation of its vehicles. The Contractor shall provide a certificate of insurance to the On-Site COTR.
- The Contractor shall certify that all Contractor-furnished vehicles and vehicle operators comply with all local, state, and Federal regulations including, but not limited to, safety, licensing, liability, and environmental concerns. Problems encountered by failure to comply with these regulations shall not excuse failure to perform any of the services required under this contract.
- The Contractor shall certify that all vehicles used in performance of this BPA have been inspected by the State in which the vehicle is registered. A current certificate of inspection shall be furnished to the On-Site COTR.
- The Government will accept no responsibility for non-routine operating expenses due to vehicle failures or to problems incurred (e.g., accidents or traffic violations) in the course of Contractor operation of vehicles.
- The Contractor shall maintain a list of all authorized licensed drivers, with copies of the drivers' current licenses. This list and copies of licenses shall be updated no later than 24 hours after a change occurs. A copy shall be furnished to the On-Site COTR.
- The Contractor shall provide parking spaces for vehicles during non-operational hours.

#### 4.2.3 Other Courier Equipment

The Contractor shall provide all other courier equipment required to assure effective and timely courier services. Other courier equipment shall include, but not be limited to, the following:

- Hand trucks and other package-handling equipment
- Communications equipment, including cellular telephones
- Street maps of all areas serviced by the site

### 4.3 Mailroom Services

The Contractor shall receive, track, and distribute incoming mail and packages in a timely and accurate manner at the RFMF, NBC, and NRC facilities. The Contractor shall ensure all security standards are met in projects dealing with sensitive materials that move among dispersed locations. The term "mail" includes all documents, files, correspondence, and parcels, whether transported by U.S. Postal Service, commercial carriers, or courier services. Mail does not include equipment and capital goods delivered to the site, regardless of carrier.

#### 4.3.1 Contractor Responsibilities

The Contractor shall be held responsible for all mail, including classified mail, registered mail, or special-handling mail, while in the Contractor's possession. The Contractor is responsible for mail that originates from the RFMF, NBC, NRC, and COW HQ locations. Mail is also received directly from individual applicants at the NBC location when responding to requests for additional documentation to support their applications/petitions and through correspondence. The Contractor shall perform mailroom activities in accordance with the ORS ROH.

#### 4.3.2 Fees Processing

The records centers occasionally receive fees from applicants. In that event, the Contractor shall handle any received funds according to the following fee-processing procedures. The Contractor shall process, verify, control, safeguard, and maintain accountability of all fees and money collected from, or returned to, the customer, in accordance with the ORS ROH and INS Fee Collection Processing Appendix 46-1 which is a subsection of the Department of Treasury Port of Entry Guide. In accordance with Federal Accounting Standards Advisory Board (FASAB) principles, deposit preparation, no less than two individuals to ensure separation of duties shall perform physical transfer of funds and account reconciliation. The Contractor shall be accountable for all funds in the Contractor's possession, from the time of receipt until one of the following conditions is met:

- Funds are submitted to the bank or armored car service for deposit
- Funds are returned by mail to the applicant or petitioner
- Funds are given to DHS for action

#### 4.3.3 Funds Processing

In the task of Funds Processing, the Contractor shall:

- Ensure accurate and accountable processing and handling of currency and acceptable negotiable instruments delivered to the site
- Accept only U.S. currency or negotiable instruments payable in U.S. currency and/or credit cards
- Generate the applicable fees receipt and/or acknowledgment completely and accurately in accordance with the ORS ROH
- Implement the necessary management controls to assure that personnel assigned to these tasks are fully trained and accountable on a daily basis
- Ensure that any daily balance discrepancies are immediately brought to the Government's attention for risk assessment and resolution