

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT 1. CONTRACT ID CODE PAGE OF PAGES  
1 2

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (if applicable)  
P00009 04/01/2008

6. ISSUED BY CODE CIS 7. ADMINISTERED BY (if other than item 6) CODE CIS  
CIS Contracting Office Department of Homeland Security  
70 Kimball Avenue South Burlington VT 05403

8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) (x) 9A. AMENDMENT OF SOLICITATION NO.  
SI INTERNATIONAL  
ATTN BARRY LIEBERMAN  
12012 SUNSET HILLS ROAD  
RESTON VA 201905869  
9B. DATED (SEE ITEM 11)  
X 10A. MODIFICATION OF CONTRACT ORDER NO.  
HSSCCG-05-A-0031  
10B. DATED (SEE ITEM 11)  
04/01/2004  
CODE 611814252000 FACILITY CODE

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

12. ACCOUNTING AND APPROPRIATION DATA (if required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACT ORDERS. IT MODIFIES THE CONTRACT ORDER NO. AS DESCRIBED IN ITEM 14.

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

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

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

GSA Contract #: GS-25F-0026N  
DUNS Number: 611814252+0000  
By this modification, paragraphs 2.9.1 Ordering Officials and 2.11 Invoice Distribution are changed as follows: Peter M. Dietrich is deleted as Contracting Officer (CO) Heidi M. Salter (70 Kimball Avenue, South Burlington, VT 05403; telephone (802) 872- [redacted] is added as CO.

(b)(2)

By this modification, paragraph 2.11 Invoice Distribution is changed as follows [redacted] is deleted as Contracting Officer Technical Representative (COTR), [redacted] (111 Massachusetts Avenue NW, Washington, DC 20529; telephone (202) [redacted] is added as COTR.

(b)(6)

(b)(2)

(b)(6)

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

15A. NAME AND TITLE OF SIGNER (Type or print) 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
Heidi M. Salter  
15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 15B. UNITED STATES OF AMERICA 16C. DATE SIGNED  
[redacted] 04/01/2008 Heidi M. Salter 04/04/08  
(Signature of person authorized to sign) (Signature of Contracting Officer)

NAME OF OFFEROR OR CONTRACTOR  
SI INTERNATIONAL SEIT INC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Period of Performance: 04/01/2005 to 04/01/2009				

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 3
2. AMENDMENT/MODIFICATION NO. P00008	3. EFFECTIVE DATE 10/18/2007	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	7. ADMINISTERED BY (if other than item 6) CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) SEI TECHNOLOGY INC 220 UNIVERSITY BLVD HARRISONBURG VA 228013748		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 6118142520000 FACILITY CODE		X 10A. MODIFICATION OF CONTRACT ORDER NO. HSSCCG-05-A-0031	10B. DATED (SEE ITEM 11) 04/01/2004

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12. ACCOUNTING AND APPROPRIATION DATA (if required)

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

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

14. IMPORTANT: Contractor  is not  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

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

GSA Contract #: GS-25P-0026N  
Tax ID Number: 54-1478718  
DUNS Number: 611814252

By this modification BPA labor rates are revised to reflect changes to the GSA Schedule contract rates; see Attachment A for revised labor rates.

By this modification vendor name is changed from SEI Technology Incorporated to SEI International, reflecting modification of GSA contract GS-25P-0026N (page 1 of modification - SP30 - attached).

Period of Performance: 04/01/2005 to 04/01/2009

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15B. CONTRACT/OFFEROR	15C. DATE SIGNED	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Peter M. Dietrich	15B. UNITED STATES OF AMERICA	15C. DATE SIGNED 10/18/07
	(Signature or person authorized to sign)		(Signature of Contracting Officer)		

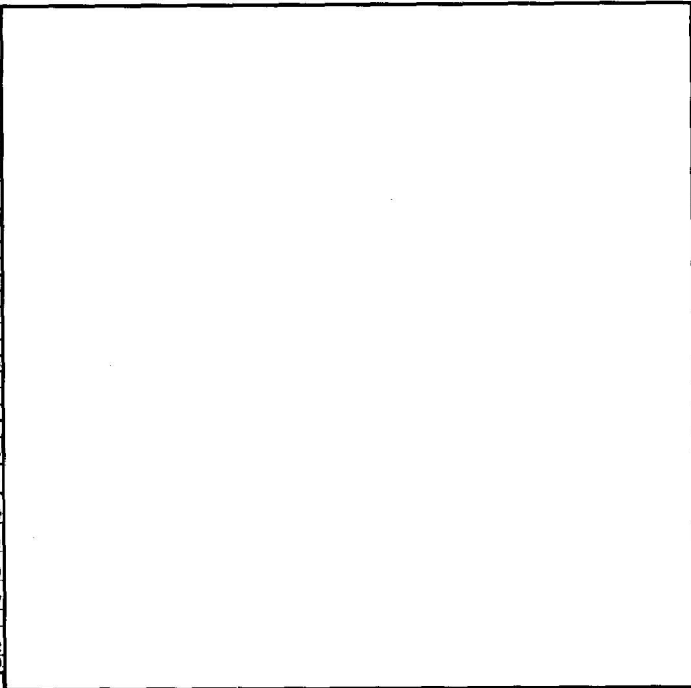
NSN 7540-01-157-8070  
Previous edition unusable

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

2007 Economic Price Adjustment (EPA) for BPA (HSSCCG-05-A-0031) Labor Rates  
All rates adjusted IAW EPA to GSA Schedule-36 GS-25F-0026N. All BPA discounts apply.

(b)(4)

Labor Category Mapping		
ROCS Functional Skill Category	SI Schedule 36 Skills Category	GSA Rate
Administration Specialist	Administrative Specialist	\$ 46.62
Assistant Project Manager	Program Manager, Senior	\$ 115.42
Assistant Task Manager, Data/Records Management	Task Leader, Assistant	\$ 41.15
Assistant Task Manager, Data/Records Management, (2nd shift)	Task Leader, Assistant	\$ 41.15
Data Analyst	Data Management Analyst	\$ 52.27
Data Entry Clerk I (Day)	Clerk I	\$ 32.24
Data Entry Clerk I (2nd shift)	Clerk I	\$ 32.24
Data Entry Clerk II (2nd shift)	Clerk I	\$ 31.81
Data Entry Clerk II (2nd shift)	Clerk I	\$ 31.81
Data Entry Clerk II (Day)	Clerk II	\$ 31.81
Data Entry Clerk III (2nd shift)	Clerk III	\$ 35.95
Data Entry Clerk III (Day)	Clerk III	\$ 35.95
Driver (Courier), (2nd shift)	Clerk II	\$ 35.95
Driver (Courier), (Day)	Clerk II	\$ 35.95
Lead Task Manager	Task Leader	\$ 87.29
Management Analyst	Business Analyst	\$ 88.42
Network Engineer	Network Engineer	\$ 45.14
Network Engineer (2nd shift)	Network Engineer	\$ 45.14
Network Engineer (Day)	Network Engineer	\$ 45.14
Programmer	Programmer/Program Analyst	\$ 72.12
Programmer, Junior	Analyst, Junior	\$ 57.71
Project Manager	Principal	\$ 155.60
Quality Control Inspector (2nd shift)	Process Design Analyst, Junior	\$ 59.49
Quality Control Inspector (3rd shift)	Process Design Analyst, Junior	\$ 59.49
Quality Control Inspector (Day)	Process Design Analyst, Junior	\$ 59.49
Senior Administration Specialist	Admin. Specialist, Sr.	\$ 63.21
Senior Business Process Analyst	Process Design Analyst, Sr.	\$ 63.12
Task Manager	Task Leader	\$ 87.29



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 40
AMENDMENT/MODIFICATION NO. XUR	3. EFFECTIVE DATE SEE BLK 16C	4. ACQUISITION/PURCHASE REG. NO.	5. PROJECT NO. (if applicable)
ISSUED BY GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE - NATIONAL FURNITURE CENTER - 3FNJ 600 CRYSTAL DRIVE, SUITE 400 ARLINGTON, VA 22202	CODE	7. ADMINISTERED BY (if other than Item 6)	CODE
NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SI TECHNOLOGY, INCORPORATED UNIVERSITY BLVD. ARRISONBURG, VA 22801		(X)	9A. AMENDMENT OF SOLICITATION NO.
DE			9B. DATED (SEE ITEM 11)
FACILITY CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. GS-25F-0026N
			10B. DATED (SEE ITEM 11) 01-29-03

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 6 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE TIME DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

ACCOUNTING AND APPROPRIATION DATA (if required)

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

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

**IMPORTANT:** Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)  
ABOVE NUMBERED CONTRACT IS HEREBY MODIFIED TO INCORPORATE THE FOLLOWING: NOVATION AGREEMENT. THIS NOVATION IS TO CHANGE THE NAME OF THE CONTRACTOR TO THE FOLLOWING: SI INTERNATIONAL

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

NAME AND TITLE OF SIGNER (Type or print) L. L. Connell, Director of Contracts		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) LISA MCGHEE, CONTRACTING OFFICER	
CONTRACTING OFFICER Signature of person authorized to sign		18C. DATE SIGNED 10-4-2007	16B. UNITED STATES OF AMERICA Signature of Contracting Officer
			16C. DATE SIGNED 10-1-07

**Records Operations Center**

**Proposed Billing Rate for Call 3**

(b)(4)

	<u># of Employees (Day)</u>	<u># of Employees (Night)</u>	<u>Total Employees</u>	<u>Cost (Day)</u>	<u>Cost (Night)</u>	<u>Total Cost</u>
Base Year						
Option YR 1*						
Option YR 2*						
Option YR 3*						
Option YR 4*						

NBC 08/14/2004

(b)(4)

Employee Category	Proposed Staffing	Current Staffing
[Redacted Content]		

**SEIT**

**RECEIVED INVOICE**

Iss.

2007 DEC - 7 AMJL-30

Invoice Number: NYE RFMPNGV07

Invoice Date: 12/6/07

Bill To: Department of Homeland Security CIS  
US Citizenship & Immigration Service  
File Storage Facility  
794 Pleasant Drive  
Harrisonburg, VA 22801

Remit To: SEIT, Inc.  
SI International Inc.  
2031 Doyers Avenue, Suite 101  
Harrisonburg, VA 22801

Invoice Amount:

Customer Number: 08DHS-ROC01  
Customer Terms: NET 30  
Payment Method: ACH

Due Date: 1/6/2008

Project Number: 09.2040.1.002.004  
Project Name: ROC RFMF

GSA # GS-25F-0026N  
Contract # HSSCCO-06-A-0031  
Order # HSSCCO-07-F-00288

Date of Order: July 8, 2007  
Order End Date: December 31, 2007

Invoice Period of Performance  
November 1 - 30, 2007

Task #	Task/Deliverable	Total FFP Labor
4.1	Incoming Files	
4.2	I-90 Scan	
4.3	File Pulls	
4.4	Inquiries	
4.5	Shipping Outgoing Files	
4.6	Special File Searches	
4.7	Intarling	
4.8	A/T Creation, consolidation	
4.8.1	A Searches from Index Cards	
4.8.2	A Searches from Index Cards	
4.10	Problem Files	
4.11	Audit	
4.12 & 4.13	Process Mail & Government Funds and Valuables	
4.14	Destruction	
4.15	NRC Shipment	
4.16	Warehouse function (boxes load/unload)	
4.17	Production Reports	
4.18	AG HOC Reports	
4.19	Sort Current Year Destruction	
Total Firm Fixed Price Labor		
Invoice Amount		

Invoice Certification:

I hereby certify that I am authorized to submit this invoice for payment and to the best of my knowledge and belief, the amounts indicated are accurate and that all payments requested are in accordance with the BPA.

For BPA's Questions, Please Contact Contract Specialist at SEIT Inc. 2031 Doyers Ave, Suite 101, Harrisonburg, VA 22801

(b)(4)

(b)(4)

(b)(4)

(b)(2)



**ORDER FOR SUPPLIES OR SERVICES**

PAGE OF PAGES  
1 24

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

1. DATE OF ORDER 09/19/2008  
 2. CONTRACT NO. (If any) HSSCCG-05-A-0031  
 6. SHIP TO  
 a. NAME OF CONSIGNEE

3. ORDER NO. HSSCCG-08-F-00441  
 4. REQUISITION/REFERENCE NO. TFM08R047  
 National Records Center

5. ISSUING OFFICE (Address correspondence to)  
 CIS Contracting Office  
 Department of Homeland Security  
 70 Kimball Avenue  
 South Burlington VT 05403  
 b. STREET ADDRESS  
 Department of Homeland Security  
 Citizenship & Immigration Services  
 150 Space Center Loop  
 c. CITY Lees Summit  
 d. STATE MO  
 e. ZIP CODE 64064

7. TO: SI INTERNATIONAL INC  
 f. SHIP VIA  
 a. NAME OF CONTRACTOR  
 SI INTERNATIONAL INC  
 b. TYPE OF ORDER

b. COMPANY NAME  
 c. STREET ADDRESS  
 12012 SUNSET HILLS ROAD  
 d. CITY RESTON  
 e. STATE VA  
 f. ZIP CODE 201905869  
 8. TYPE OF ORDER  
 a. PURCHASE  
 b. DELIVERY  
 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.  
 Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA  
 See Schedule  
 10. REQUISITIONING OFFICE

11. BUSINESS CLASSIFICATION (Check appropriate box(es))  
 a. SMALL  
 b. OTHER THAN SMALL  
 c. DISADVANTAGED  
 d. WOMEN-OWNED  
 e. HUBZone  
 f. EMERGING SMALL BUSINESS  
 g. SERVICE-DISABLED VETERAN-OWNED  
 12. F.O.B. POINT  
 Destination

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

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)
	GSA Contract #: GS-25F-0026N DUNS Number: 611814252+0000 Task Order is to be performed in accordance with the attached Statement of Work. This is a Time and Materials (T&M) Task Order. Maximum direct labor hours authorized, by Continued ...					

18. SHIPPING POINT  
 19. GROSS SHIPPING WEIGHT  
 20. INVOICE NO.  
 21. MAIL INVOICE TO:  
 a. NAME Department of Homeland Security  
 b. STREET ADDRESS (or P.O. Box)  
 Citizenship & Immigration Services  
 National Records Center  
 150 Space Center Loop  
 Attn: Terry Sloan  
 c. CITY Lees Summit  
 d. STATE MO  
 e. ZIP CODE 64064  
 17(b) TOTAL (Cont. pages)  
 17(d) GRAND TOTAL

b)(4)

(b)(4)

22. UNITED STATES OF AMERICA (Signature)   
 23. NAME (Typed) Heidi M. Salter  
 TITLE: CONTRACTING/ORDERING OFFICER

**ORDER FOR SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION**

PAGE OF PAGES  
2      24

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

DATE OF ORDER      CONTRACT NO.

09/19/2008      HSSCCG-05-A-0031

ORDER NO.

HSSCCG-08-F-00441

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	labor category, are specified below. Accounting Info:					
(b)(2)	[Redacted]					
	Period of Performance: 09/30/2008 to 03/30/2009					
(b)(4) 0001	Assistant Task Manager					
0002	Quality Control Inspector (1st shift)					
0003	Quality Control Inspector (2nd shift)					
0004	Data Entry Clerk I					
0005	Data Entry Clerk II (1st shift)					
0006	Data Entry Clerk II (2nd shift)					
(b)(4)	The total amount of award: [Redacted] The obligation for this award is shown in box 17(i).					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

**STATEMENT OF WORK**  
**Blanket Purchase Agreement (BPA) #HSSCCG-05-A-0031**  
**Call #HSSCCG-08-F-00441**

**RECORDS OPERATIONS CENTERS (ROC) SCANNING FOR SCAN ON DEMAND  
CONTRACTOR SUPPORT SERVICES**

**1. TITLE OF PROJECT**

Department of Homeland Security (DHS) United States Citizenship and Immigration Services (USCIS) Scan On Demand (SOD) Processing at the National Records Center (NRC).

**2. PERIOD OF PERFORMANCE**

This call period of performance is September 30, 2008 – March 30, 2009.

**3. PLACE OF PERFORMANCE**

USCIS will require the Contractor to locate personnel at the NRC located in Lee's Summit, Missouri.

**3.1 Hours of Operation**

The scanning processing area is available to the Contractor 24 hours per day, 7 days per week, except for Federal Holidays, or unless otherwise directed by the Contracting Officer's Technical Representative (COTR). The contractor can use the scanning processing area as deemed necessary to meet the required timeliness and volume of the work product.

**4. PROJECT BACKGROUND**

The NRC is an underground storage facility that was created in 1999 to serve as the central repository for all USCIS Alien Files (A-Files). The NRC currently houses approximately twenty-four million files located in four large file rooms known as stack rooms. Because enforcements and eligibility decisions depend largely upon the accuracy and integrity of the information contained in the A-Files, the mission of the NRC is to provide customers with timely access to complete and accurate information from the agency's A-Files and subsidiary data systems.

The purpose of this Call is to provide for the digitization of A-Files. This is new work to the NRC that has not been performed under the NRC's Records Operations Center (ROC) Blanket Purchase Agreement. This work is being established as an individual BPA Call for funding and accounting purposes and to provide for independent tracking.

## **5. SCOPE**

The scope of this Call includes all support actions necessary to satisfy the Records Division goal of the scanning of approximately 30,300 A-Files in a six-month period (5,050 average files per month).

## **6. SPECIFIC TASKS**

The Contractor shall perform the tasks as described below. The Government will provide the contractor with specific guidance, through the identification of Acceptable Quality Levels (AQLs) in the Performance Requirements Summary (PRS), on the priority and timeframes with which the Contractor shall direct and manage its resources to accomplish these tasks. The Contractor shall manage the tasks in a manner that is beneficial, equitable, and cost-effective to the Government.

### **6.1 Case Resolution, System Verification, and Metadata.**

- Correct inaccurate information in Central Index System (CIS) for the 5 key data elements. The 5 elements include A-number, first name, last name, date of birth, and country of birth.
- Update CIS with missing information for the 5 key data elements.
- When CIS data does not relate to person in the A-File, the case is reviewed and data discrepancies are resolved prior to the file being eligible to be scanned. Less than 1% of files would have a data mismatch.
- Metadata is data entered into scanning software using the 5 key data elements.
- Complete necessary CIS, National File Tracking System (NFTS) updates and system searches.
- Handwrite year of birth on the front, upper, middle of the file jacket.
- Problems that can not be resolved are delivered to the Government Case Resolution Unit (CRU).

### **6.2 Physical Preparation of A-file**

- Remove clip, tags, staples, fasteners, rubber-bands, and staples.
- Arrange documents in sequence for scanning.
- Identify and stabilize damaged pages with clear sleeves.
- Prepare and insert separation sheets or patch sheets to identify individual documents or groups of documents within the file per USCIS instruction.
- Prepare oversized items and other media according to USCIS instruction.
- File Jackets containing information are photocopied for scanning.
- Photocopies must be made of items that can not be scanned and included with the documents to be scanned.
- Photocopies are made to enhance dull images or lighten very dark images of the original document found in the A-File. Photocopies are also made of all pages of passports, booklets, etc.
- Items smaller than ½ sheet of paper must be attached to a full fixed piece of paper.

### **6.3 Scanning**

- Scan all documents contained in incoming requested A-Files, including file jacket, using USCIS provided software on USCIS provided scanners.
- Scan large sized documents as needed.
- Each page is fully rendered, properly aligned, free of distortions, and named to reflect the correct sequence of the original volume.
- Convert images to PDF format.
- All Fingerprint Cards and Photos must be scanned at a 600 dpi resolution and color.
- All pages are scanned front and back.

### **6.4 A-File Indexing**

- Data enter the form type or document description for all document groups based upon the separation or patch sheets found in the electronic record.

### **6.5 Quality Control (QC)**

- Verify all pages of every A-File are prepared, scanned, and indexed correctly.
- Verify that Metadata is complete and correct.
- Defected products are reworked to correct the error prior to making batches of A-File available for the Quality Assurance (QA) process.
- The Local COTR is notified of any error trends.
- Files are not reassembled after QC is complete. The original left side of the file and right side of the file are kept separate and simply placed back into the file folder. Files are staged for the QA process.

### **6.6 Reworks**

- Rejected batches of scanned A-Files by the QA Unit are to be reworked to correct and resolve all deficiencies within the rejected batch.
- Corrections to rejected A-Files are reworked at no cost to the Government.

### **6.7 Reports**

- Track, record, and report production statistics.
- Gather information, statistics and production reports at the request of USCIS.

### **6.8. General Contractor Requirements**

The Contractor shall provide the Government with applicable security information for all employees assigned to this Call. The Contractor shall also furnish a supplement to the BPA Project Management Plan (PMP), including supplements to the Quality Control Plan (QCP) and Earned Value Management System (EVMS) requirements, as necessary to reflect management of this Call.

~~This is a firm fixed price (FFP) performance based services Time and Materials (T&M) Call. The Contractor shall provide the level of effort necessary to accomplish the volume of work specified in the performance requirements summary (PRS) at the performance and acceptable quality levels indicated. Variations in the PRS workload, requiring the Contractor~~

~~to increase or reduce the level of effort, will be addressed through the issuance of a bilateral Call modification.~~

The Contractor shall provide day-to-day supervision and direct control over the work performed by Contractor personnel is the sole responsibility of the Contractor. The Contractor is expected to furnish adequate staffing resources and appropriate labor categories to satisfy the Call requirements. The Contractor shall manage Contractor resources across all tasks in the Call to optimize performance ~~and is expected to furnish additional resources, at no increase to the FFP, when required to meet volume and acceptable level of performance requirements.~~

## 7. DELIVERABLES

The Contractor shall produce the deliverables identified below in the timeframes identified in Table 1 as part of the work tasked by the Government.

**Table 1: Schedule of Deliverables**

Digitized A-files	Defined in the Performance Requirement Summary	6.1, 6.2, 6.3, 6.4, 6.5, and 6.6
PMP Supplement	30 days from the start of the Performance Period	6.8
Weekly status reports	Second business day of the following week	6.7
Monthly Status Report	15 <sup>th</sup> of the month following the month of the reporting period	6.7
Monthly Status Meeting	As directed by the COTR	6.7

The Contractor shall submit copies of all deliverables to both the COTR and CO according to the schedule contained in the tables below. Approval authority of all deliverables resides with the COTR. All documentation developed by the Contractor shall become the property of the Government and shall not contain proprietary markings.

To ensure timely resolution to contractual matters (i.e. task progress, performance problems, etc.), the Government will and the Contractor shall provide the appropriate personnel to understand and resolve such matters in a timely and efficient manner.

### 7.1 **Criteria for Acceptance**

The Government will have 30 business days to review and provide comments to the Contractor prior to acceptance of all deliverables. The Contractor must then respond within 10 business days after receipt of Government comments. The Contractor shall submit all deliverables in accordance with instructions provided by the Government. All deliverables shall be submitted to the COTR for review and approval in writing. The CO shall receive a cover letter for each deliverable. For presentations and/or briefings, the Contractor shall use Microsoft PowerPoint, Microsoft Word, Microsoft Excel, or other requested medium compatible with the USCIS environment.

## **8. GOVERNMENT FURNISHED INFORMATION/SUPPORT**

### **8.1 Government Furnished Property**

For all onsite Contractor employees, USCIS will provide workspace with desks and other office furniture. The Government will furnish computer resources, scanners, scanning software, photocopiers, printers, USCIS stationary, telephones, computer, custodial services and equipment maintenance, access to mail processing and document reproduction equipment, and security containers for sensitive material. The Government will provide all essential office supplies necessary for production-related work to meet the requirements of the contract. The Government will provide maintenance and repairs on all Government Furnished Property (GFP).

The Contractor shall be responsible for replacing or repairing any Government furnished equipment/materials that is damaged due to negligence or if untrained personnel are allowed to operate equipment. Note that all contractor requests for Government-furnished equipment and/or materials supplied by USCIS will require prior review and approval at the discretion of the onsite COTR.

The Contractor shall keep assigned work area floors and file room floors clear of debris such as paper clips, binder clips, acco-fasteners, rubber bands, routing slips, buck slips, paper, etc. The Contractor shall also be responsible for maintaining clean desktop surfaces and/or other work surfaces.

The Contractor shall maintain and manage a sufficient level of identified supplies to perform job tasks. The Contractor shall be required to complete a G-514 supply requisition to replenish supplies. Lack of supplies will not exempt the contractor from performing tasks unless a work surge or other issues occur.

### **8.2 Scan on Demand Related Training**

The Government will provide initial training to Contractor personnel on the procedures, standards, automated systems, and documents associated with the required services, as needed. Additionally, the Government will provide initial training to Contractor personnel on newly acquired equipment/hardware associated with Scan on Demand operations and USCIS proprietary systems, as needed. The Contractor shall be responsible for creating a training program to train all new employees on established procedures. In the event that a completely new process, procedure or system is introduced, the Government will train contractor selected employees who in turn shall train the rest of the contract staff.

### **8.3 Federal IT Resources**

The Government will provide the Contractor with Federal IT resources necessary to perform work at USCIS sites. These resources include office automation equipment. In addition, the Contractor will be allowed access (with appropriate security level access) to applications and automated IT systems. Automated IT systems to which the Contractor will have access, as needed, may include the following:

- Scanning hardware and scanning software
- USCIS systems to include National File Tracking System (NFTS) and Central Index System (CIS)
- Microsoft Office

The Contractor shall receive initial training in all USCIS proprietary systems as needed. This training will take place at the individual sites by appropriate Government personnel. The schedule will be determined at the Kick-Off meeting. Contractor personnel shall not load any programs or applications on Government-owned equipment.

#### **8.4 Access to Government Facilities**

The Government Project Manager, with approval by the COTR, will make all necessary arrangements for access by Contractor personnel to the work site(s). While on Government property, the Contractor personnel shall comply with all applicable rules and regulations, not only as they apply to themselves, but also as they apply to other personnel and property at the site. At each site, the local Government representative will have sole authority to determine when, and under what conditions, Contractor personnel can be present on site – for instance, the Government may prohibit Contractor personnel from being on site if there are no Government personnel present at the same time.

### **9. SECURITY REQUIREMENTS**

Security requirements are shown in Attachment 1



**SECURITY REQUIREMENTS**

**GENERAL**

U.S. Citizenship & Immigration Services (USCIS) has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to sensitive but unclassified information, and that the Contractor will adhere to the following.

**SUITABILITY DETERMINATION**

USCIS shall have and exercise full control over granting, denying, withholding or terminating access to government facilities and/or access of Contractor employees to sensitive but unclassified information, based upon the results of a background investigation. USCIS 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 USCIS, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a USCIS facility without a favorable EOD decision or suitability determination by the Office of Security and Integrity (OSI).

**BACKGROUND INVESTIGATIONS**

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, needing access to sensitive but unclassified information, shall undergo a position sensitivity analysis based on the duties, outlined in the Position Designation Determination (PDD) for Contractor Personnel, 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 OSI. Prospective Contractor employees shall submit the following completed forms to OSI 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. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement"
3. FD Form 258, "Fingerprint Card" (2 copies)
4. Form DHS-11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"

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5. Position Designation Determination for Contract Personnel Form
6. Foreign National Relatives or Associates Statement

Required forms will be provided by USCIS at the time of award of the contract. Only complete packages will be accepted by OSI. Specific instructions on submission of packages will be provided upon award of the contract.

Be advised that unless an applicant requiring access to sensitive but unclassified information has resided in the US for three of the past five years, OSI may not be able to complete a satisfactory background investigation. In such cases, USCIS 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. USCIS will consider only U.S. Citizens for employment on this contract. USCIS 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.

**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 USCIS for acts and omissions of his own employees and for any Subcontractor(s) and their employees to include financial responsibility for all damage or injury to persons or property resulting from the acts or omissions of the contractor's 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.

**CONTINUED ELIGIBILITY**

If a prospective employee is found to be ineligible for access to USCIS 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.

USCIS 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 USCIS determines to

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present a risk of compromising sensitive but unclassified 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 USCIS OSI. 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.

OSI must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired USCIS 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.

**SECURITY MANAGEMENT**

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

**COMPUTER AND TELECOMMUNICATIONS SECURITY REQUIREMENTS**

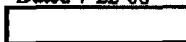
**Security Program Background**

The DHS has established a department wide IT security program based on the following Executive Orders (EO), public laws, and national policy:

- Public Law 107-296, Homeland Security Act of 2002.
- Federal Information Security Management Act (FISMA) of 2002, November 25, 2002.
- Public Law 104-106, Clinger-Cohen Act of 1996 [formerly, Information Technology Management Reform Act (ITMRA)], February 10, 1996.
- Privacy Act of 1974, As Amended. 5 United States Code (U.S.C.) 552a, Public Law 93-579, Washington, D.C., July 14, 1987.
- Executive Order 12829, *National Industrial Security Program*, January 6, 1993.
- Executive Order 12958, *Classified National Security Information*, as amended.
- Executive Order 12968, *Access to Classified Information*, August 2, 1995.
- Executive Order 13231, *Critical Infrastructure Protection in the Information Age*, October 16, 2001.
- National Industrial Security Program Operating Manual (NISPOM), February 2001.

DHS Sensitive Systems Policy Publication 4300A v2.1, July 26, 2004

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DHS *National Security Systems Policy Publication 4300B v2.1*, July 26, 2004

Homeland Security Presidential Directive 7, *Critical Infrastructure Identification, Prioritization, and Protection*, December 17, 2003.

- Office of Management and Budget (OMB) Circular A-130, *Management of Federal Information Resources*.

- National Security Directive (NSD) 42, *National Policy for the Security of National Security Telecommunications and Information Systems* (U), July 5, 1990,

CONFIDENTIAL.

- 5 Code of Federal Regulations (CFR) §2635, Office of Government Ethics, *Standards of Ethical Conduct for Employees of the Executive Branch*.

- DHS SCG OS-002 (IT), *National Security IT Systems Certification & Accreditation*, March 2004.

- Department of State 12 Foreign Affairs Manual (FAM) 600, *Information Security Technology*, June 22, 2000.

- Department of State 12 FAM 500, *Information Security*, October 1, 1999.

- Executive Order 12472, *Assignment of National Security and Emergency Preparedness Telecommunications Functions*, dated April 3, 1984.

- Presidential Decision Directive 67, *Enduring Constitutional Government and Continuity of Government Operations*, dated October 21, 1998.

- FEMA Federal Preparedness Circular 65, *Federal Executive Branch Continuity of Operations (COOP)*, dated July 26, 1999.

- FEMA Federal Preparedness Circular 66, *Test, Training and Exercise (TT&E) for Continuity of Operations (COOP)*, dated April 30, 2001.

- FEMA Federal Preparedness Circular 67, *Acquisition of Alternate Facilities for Continuity of Operations*, dated April 30, 2001.

- Title 36 Code of Federal Regulations 1236, *Management of Vital Records*, revised as of July 1, 2000.

- National Institute of Standards and Technology (NIST) Special Publications for computer security and FISMA compliance.

**GENERAL**

Due to the sensitive nature of USCIS information, the contractor is required to develop and maintain a comprehensive Computer and Telecommunications Security 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 DHS Management Directive 4300 IT Systems Security Pub Volume 1 Part A and DHS Management Directive 4300 IT Systems Security Pub Volume I Part B. This shall include conformance with the DHS Sensitive Systems Handbook, DHS Management Directive 11042 Safeguarding Sensitive but Unclassified (For Official Use Only) Information and other DHS or USCIS guidelines and directives regarding information security requirements. The contractor shall establish a working relationship with the USCIS IT Security Office, headed by the Information Systems Security Program Manager (ISSM).

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### **IT SYSTEMS SECURITY**

In accordance with DHS Management Directive 4300.1 "Information Technology Systems Security", USCIS Contractors shall ensure that all employees with access to USCIS IT Systems are in compliance with the requirement of this Management Directive. Specifically, all contractor employees with access to USCIS IT Systems meet the requirement for successfully completing the annual "Computer Security Awareness Training (CSAT)." All contractor employees are required to complete the training within 60-days from the date of entry on duty (EOD) and are required to complete the training yearly thereafter.

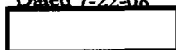
CSAT can be accessed at the following: <http://otcd.uscis.dhs.gov/EDvantage.Default.asp> or via remote access from a CD which can be obtained by contacting [uscisitsecurity@dhs.gov](mailto:uscisitsecurity@dhs.gov).

### **IT SECURITY IN THE SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC)**

The USCIS SDLC Manual documents all system activities required for the development, operation, and disposition of IT security systems. Required systems analysis, deliverables, and security activities are identified in the SDLC manual by lifecycle phase. The contractor shall assist the appropriate USCIS ISSO with development and completion of all SDLC activities and deliverables contained in the SDLC. The SDLC is supplemented with information from DHS and USCIS Policies and procedures as well as the National Institute of Standards Special Procedures related to computer security and FISMA compliance. 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. The SSSP shall be based upon the completion of the DHS FIPS 199 workbook to categorize the system of application and completion of the RMS Questionnaire. The SSSP shall be completed as part of the System or Release Definition Process in the SDLC and shall not be waived or tailored.
- *Privacy Impact Assessment (PIA) and System of Records Notification (SORN)*. For each new development activity, each incremental system update, or system recertification, a PIA and SORN shall be evaluated. If the system (or modification) triggers a PIA the contractor shall support the development of PIA and SORN as required. The Privacy Act of 1974 requires the PIA and shall be part of the SDLC process performed at either System or Release Definition.
- *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. The Contractor shall support annual contingency plan testing and shall provide a Contingency Plan Test Results Report.
- *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. An ST&E shall be conducted for each Major Application and each General Support System as part of the certification process. The Contractor shall support this process.

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- *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. The RA shall be completed after completing the NIST 800-53 evaluation, Contingency Plan Testing, and the ST&E. Identified weakness shall be documented in a Plan of Action and Milestone (POA&M) in the USCIS Trusted Agent FISMA (TAF) tool. Each POA&M entry shall identify the cost of mitigating the weakness and the schedule for mitigating the weakness, as well as a POC for the mitigation efforts.
- *Certification and Accreditation (C&A)*: This program establishes the extent to which a particular design and implementation of an automated system and the facilities housing that system meet a specified set of security requirements, based on the RA of security features and other technical requirements (certification), and the management authorization and approval of a system to process sensitive but unclassified information (accreditation). As appropriate the Contractor shall be granted access to the USCIS TAF and Risk Management System (RMS) tools to support C&A and its annual assessment requirements. Annual assessment activities shall include completion of the NIST 800-26 Self Assessment in TAF, annual review of user accounts, and annual review of the FIPS categorization. C&A status shall be reviewed for each incremental system update and a new full C&A process completed when a major system revision is anticipated.

**SECURITY ASSURANCES**

DHS Management Directives 4300 requires compliance with standards set forth by NIST, for evaluating computer systems used for processing SBU information. The Contractor shall ensure that requirements are allocated in the functional requirements and system design documents to security requirements are based on the DHS policy, NIST standards and applicable legislation and regulatory requirements. Systems shall offer the following visible security features:

- *User Identification and Authentication (I&A)* – I&A is the process of telling a system the identity of a subject (for example, a user) (*I*) and providing that the subject is who it claims to be (*A*). Systems shall be designed so that the identity of each user shall be established prior to authorizing system access, each system user shall have his/her own user ID and password, and each user is authenticated before access is permitted. All system and database administrative users shall have strong authentication, with passwords that shall conform to established DHS standards. All USCIS Identification and Authentication shall be done using the Password Issuance Control System (PICS) or its successor. Under no circumstances will Identification and Authentication be performed by other than the USCIS standard system in use at the time of a systems development.
- *Discretionary Access Control (DAC)* – DAC is a DHS access policy that restricts access to system objects (for example, files, directories, devices) based on the identity of the users and/or groups to which they belong. All system files shall be protected by a secondary access control measure.

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- *Object Reuse* – Object Reuse is the reassignment to a subject (for example, user) of a medium that previously contained an object (for example, file). Systems that use memory to temporarily store user I&A information and any other SBU information shall be cleared before reallocation.

*Audit* – DHS systems shall provide facilities for transaction auditing, which is the examination of a set of chronological records that provide evidence of system and user activity. Evidence of active review of audit logs shall be provided to the USCIS IT Security Office on a monthly basis, identifying all security findings including failed log in attempts, attempts to access restricted information, and password change activity.

- *Banner Pages* – DHS systems shall provide appropriate security banners at start up identifying the system or application as being a Government asset and subject to government laws and regulations. This requirement does not apply to public facing internet pages, but shall apply to intranet applications.

### **DATA SECURITY**

SBU systems shall 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 DHS Sensitive Systems Handbook and USCIS policies and procedures. These requirements include:

- *Integrity* – The computer systems used for processing SBU shall 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 shall 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.) shall be used.
- *Confidentiality* – Controls shall be included to ensure that SBU information collected, stored, and transmitted by the system is protected against compromise. A risk analysis and vulnerability assessment shall be performed to determine if threats to the SBU exist. If it exists, data encryption shall be used to mitigate such threats.
- *Availability* – Controls shall 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.
- *Data Labeling*. – The contractor shall ensure that documents and media are labeled consistent with the DHS *Sensitive Systems Handbook*.

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Attachment 2: AQL, Volume estimates: Summary Table

		Document Date	9/19/2008	Period of Performance September 30,2008 – Mar. 30, 2009	
<b>6.1 Metadata, File Triage and Case Resolution</b>					
Task 1	AQL Target	Actual	Method	Volume	Notes
<b>System Verification and Metadata:</b>	97.5%	97.5%			
Correct inaccurate information in Central Index System (CIS) for the 5 key data elements. The 5 elements include A-number, first name, last name, date of birth, and country of birth.	National systems and local systems are researched and updated correctly.	Problems are corrected or forwarded to USCIS within 4 hours of locating the problem or receiving notification of the problem.	Random Sampling , Computer Generated Reports, Observation	5,050 average files per month	
Update CIS with missing information for the 5 key data elements.	Correct file number and information is entered into the appropriate system.	All files are scanned and QCed within the defined timeframe of the type request (See QC AQL 4.5 for the individual timeframes).		Each file is counted as ONE no matter how many updates or corrective actions are necessary for the file.	
When CIS data does relate to person in the A-File, the case is reviewed and data discrepancies are resolved prior to the file being eligible to be scanned. Less than 1% of files would have a total data mismatch.	Problem files are resolved correctly.			Approximately 10% of files will require a CIS update or correction to the five key elements.	
Metadata is data entered into scanning software using the 5 key data elements.	Metadata is data entered accurately.				
Complete necessary CIS, National File Tracking System (NFTS) updates and system searches.	Files are tracked correctly and systems requests are cancelled.				
Handwrite year of birth on the front, upper, middle of the file jacket.					



Problems that can not be resolved are delivered to the USCIS Case Resolution Unit.	Problem files being routed to USCIS have the problem described correctly on routing slip.				
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<b>Attachment 2</b>	<b>Document Date</b>	<b>9/19/2008</b>	<b>Period of Performance September 30,2008 – Mar. 30, 2009</b>		
<b>6.2 Physical Preparation of A-Files</b>					
<b>NRC File Retirement Prep</b>	<b>97.5%</b>	<b>97.5%</b>			
Remove clip, tags, staples, fasteners, rubber-bands, and staples.	Files are accurately prepared for scanning.	Correct numbers of A-Files are prepared during the POP.	Random Sampling, Computer Generated Reports and Observation	5,050 average files per month	
Arrange documents in sequence for scanning.	Pages are prepared in the correct sequence.	All files are scanned and QCed within the defined timeframe of the type request (See QC AQL 4.5 for the individual timeframes).			
Identify and stabilize damaged pages with clear sleeves.	Special documents are prepared accordingly.			For estimation purposes- Average file size is 180 pages.	
Prepare and insert separation sheets or patch sheets to identify individual documents or groups of documents within the file per USCIS instruction.	Patch sheets are correctly inserted.				
Prepare oversized items and other media separately.					
File Jackets are photocopied and scanned.					
Photos and fingerprint cards are prepared separately.					
Photocopies must be made of items that can not be scanned.					

<p>Photocopies are made to enhance very dull images or lighten very dark images of the original document found in the A-File. Photocopies are also made of all pages of passports, booklets, etc.</p>	<p>Best available images or enhanced images are created, verified and utilized.</p>				
<p>Items smaller than 1/4 sheet of paper must be attached to a full sized piece of paper.</p>					

<b>Attachment 2</b>	<b>Document Date</b> 9/19/2008	<b>Period of Performance</b> September 30,2008 – Mar. 30, 2009
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**6.3 Scanning**

<b>Scanning A-files</b>	<b>97.5%</b>	<b>97.5%</b>			
Scan all documents contained in incoming requested files, including file jacket, into USCIS provided software using USCIS provided scanners at 300 dpi and color.	Documents are scanned using the correct file number.	All files are scanned and QC'ed within the defined timeframe of the type request (See QC AQL 4.5 for the individual timeframes).	Random Sampling, Computer Generated Reports, and Observation	5,050 average files per month	
Scan large sized documents a needed.	Scanned documents are legible; completely scanned.			(Average file is 180 pages - used for staffing estimation purpose only).	
Convert images to PDF format.	All documents are verified as scanned and no pages are skipped.				
All fingerprint Cards and Photos must be scanned at 600dpi resolution and in color.	Scanned document images are not skewed.				
All pages are scanned front and back.					



<b>Attachment 21</b>		<b>Document Date</b>	<b>9/19/2008</b>	<b>Period of Performance September 30,2008 – Mar. 30, 20098</b>	
<b>6.4 A-File Indexing</b>					
<b>File Indexing</b>	<b>97.5%</b>	<b>97.5%</b>			
Data enter the form type or document description for all document groups based upon the separation or patch sheets found in the electronic record.	Files are indexed correctly.	All files are scanned and QC'ed within the defined timeframe of the type request (See QC AQL 4.5 for the individual timeframes).	Random Sampling, Computer Generated Reports, system verifications, and Observation	5,050 average files per month	
	Accurate and complete information is entered into the system.				

Attachment 2		Document Date	9/19/2008	Period of Performance	September 30, 2008 – Mar. 30, 2009
<b>6.5 Quality Control</b>					
<b>Quality Control</b>	<b>97.5%</b>	<b>97.5%</b>			
Verify all pages of every A-File are prepared, scanned, and indexed correctly.	Scanned documents are legible; indexed; completely scanned.	All files eligible for Scan on Demand have the overall process completed in the following timeframes:	100% Quality Control review of every page of every file. Random sampling on computer generated reports. General process observation.	5,050 average files per month	
Verify that Metadata is complete and correct.	Metadata is complete and correct.	1. ILD e-mail requests are QC completed and staged for possible QA review in 8 days of the receipt of the file in the scan on demand unit.			
Defected products are reworked to correct the error prior to making batches of A-file available for the Quality Assurance (QA) process.	Special instructions per the SOP are followed.	2. ILD phone requests are QC completed and staged for possible QA review in 2 day of the receipt of the file in the scan on demand unit.		(Average file is 180 pages - used for staffing estimation purpose only).	
The Local Contract Operations Technical Representative (COTR) is notified of any error trends.					
Files are not reassembled after QC is complete. The original left side of the file and right side of the file are kept separate and simply placed back into the file folder. Files are staged for the QA process.					

<b>Attachment 2</b>	<b>Document Date</b>	<b>9/19/2008</b>	<b>Period of Performance</b>	<b>September 30,2008 – Mar. 30, 2009</b>
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<b>6.6 Reworks</b>					
<b>Reworks</b>	<b>100%</b>	<b>100%</b>		<b>As required</b>	
Rejected batches of scanned A-files by the QA Unit are to be reworked to correct and resolve all deficiencies within the rejected batch.	Documented errors are corrected at no cost to the government.	Rejected batches have errors corrected and returned to the QA unit within 24 hours of receipt of the defective product.	Random Sampling, Computer Generated Reports, system verifications, and Observation		
Corrections to rejected A-Files are reworked at no cost to the government.	Rejected batches may have to be entirely reviewed for deficiencies trends.				



<b>Attachment 2</b>	<b>Document Date</b>	<b>9/19/2008</b>	<b>Period of Performance September 30,2008 – Mar. 30, 2009</b>		
<b>6.7 Reports</b>					
<b>Reports</b>	<b>98%</b>	<b>95%</b>		<b>As required</b>	
Track, record, and report production statistics.	Accurate work counts are maintained at all times.	Monthly QC report is received by USCIS by the 10 <sup>th</sup> work day of the following month	Random Sampling & Computer Generated Reports		
Gather information, statistics and production reports at the request of USCIS.	Reports are in the proper format.	Monthly production report is received by USCIS by the 5th working day of the following month.			
		Ad-hoc reports are produced within the requested timeframe			