

ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 3

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

1. DATE OF ORDER 07/21/2003	2. CONTRACT NO. (if any) COW-3-A-0085	6. SHIP TO:	
3. ORDER NO.	4. REQUISITION/REFERENCE NO. PRO-3-11111	a. NAME OF CONSIGNEE Immigration & Natz. Service Receiving Unit Rm 1128	
5. ISSUING OFFICE (Address correspondence to) Bureau of Customs & Enforcement 425 I Street, N.W. Room 2208 Washington DC 20536		b. STREET ADDRESS 425 I Street, N.W.	
7. TO: Datatrac Information Services, Inc 14120 Newbrook Drive Suite 200 Chantilly VA 20151		c. CITY Washington	d. STATE DC
		e. ZIP CODE 20536	
		f. SHIP VIA	
		8. TYPE OF ORDER	
		<input checked="" 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.	
		10. REQUISITIONING OFFICE BCIS	
9. ACCOUNTING AND APPROPRIATION DATA N/A		11. BUSINESS CLASSIFICATION (Check appropriate box(es))	
		<input checked="" type="checkbox"/> SMALL <input type="checkbox"/> OTHER THAN SMALL <input type="checkbox"/> DISADVANTAGED <input type="checkbox"/> WOMEN-OWNED	
CONTRACTOR TIN: 75-2198898		12. F.O.B. POINT Destination	

(b)(4)

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

17. SCHEDULE (See reverse for Reflections)						
ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	THIS IS A BLANKET PURCHASE AGREEMENT (BPA) BETWEEN BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT AND DATATRAC INFORMATION SERVICES, INC., GSA SCHEDULE NO. 70 CONTRACT NO. GS-35F-4513G FOR OPERATIONS SUPPORT AND HARDWARE				\$0.00	

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		17(h) TOT. (Cont. pages) 17(i) GRAND TOTAL
	21. MAIL INVOICE TO:				
	a. NAME Immigration & Natz. Service Collections and Payment				
	b. STREET ADDRESS (or P.O. Box) 425 I Street, N.W. Rm 6281				
	c. CITY Washington	d. STATE DC	e. ZIP CODE 20536		\$0.00

22. UNITED STATES OF AMERICA BY (Signature) <i>John A. Russo 7/21/03</i>	23. NAME (Typed) JOHN A. RUSSO, 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 Oblig. | <input type="checkbox"/> Other |

OPTIONAL FORM 347 (REV. 5/85)
Prescribed by GSA/FAR 48 CFR 53.213 (e)

ORDER FOR SUPPLIES OR SERVICES
Schedule - Continuation

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

1. DATE OF ORDER
 07/21/2003

2. CONTRACT NO. (if any)
 COW-3-A-0085

3. ORDER NO.
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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)
	<p>MAINTENANCE FOR THE ICPS PROJECT.</p> <p>ALL ORDERS PLACED AGAINST THIS BPA ARE SUBJECT TO THE TERM AND CONDITIONS OF THIS BPA. THIS BPA DOES NOT OBLIGATED FUNDS. FUNDS WILL BE OBLIGATED ON EACH CALL. THE AMENDMENTS, ORAL PROPOSAL, REVISED COST PROPOSAL DATED JUNE 11, 2003 AND JULY 3, 2003 AND TECHNICAL PROPOSAL ARE HEREBY MADE PART OF THIS BPA. IN THE EVENT OF AN INCONSISTENCY BETWEEN THE PROVISIONS OF THIS BPA AND AN ORDER, THE PROVISIONS OF THIS BPA WILL TAKE PRECEDENCE.</p> <p><i>[Signature]</i> President 7/21/03 ----- NAME/TITLE OF SIGNER/DATE</p> <p><i>Datatrak Information Services, Inc.</i> ----- COMPANY NAME</p> <p>CONTRACTOR IS REQUIRED TO SIGN AND RETURN 3 COPIES</p>					

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GSA SCHEDULE BLANKET PURCHASE AGREEMENT (BPA)

1.1 Overview

The Bureau of Citizenship and Immigration Services (BCIS), Integrated Card Production System (ICPS) has a requirement of contractor support to assist with the management, administration and execution of program tasks pertaining to the operations and maintenance of BCIS Integrated Document Production System and related document production. This requirement is fully described in the Statement of Work (SOW).

1.2 Blanket Purchase Agreement

In the spirit of the Federal Acquisition Streamlining Act, the Bureau of Citizenship and Immigration Services and Datatrac Information Services, Inc., which will be hereafter referred to as "Contractor", used the Federal Supply Services Group 70 contract GS-35F-4513G for Information Technology Equipment, Software and Services enter into a single blanket purchase agreement (BPA) to support the BCIS. The intent is to further reduce the administrative costs by acquiring commercial items and services from the General Services Administration (GSA) Federal Supply Schedule Contract (s). Calls issued under this BPA will be firm fixed price.

2. BPA TERMS AND CONDITIONS

The following are the general requirements applicable to this Blanket Purchase Agreement (BPA):

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

It is the responsibility of the Contractor to notify the Contracting Officer of GSA Schedule price changes within 30 days of the service(s) listed in this BPA prior to issuance of any Call(s). The discounts shall be in terms of a flat percentage discount to be applied against the GSA Schedule price for the products or services. The discounts shall remain the same throughout the term of the BPA.

2.1 Federal Supply Schedule

All Calls placed against this BPA are subject to the terms and conditions of the Contractor's Federal Supply Schedule (FSS) Contract.

The BPA incorporates all the terms and conditions of the Contractor's GSA schedule contract. Additionally, the following Federal Acquisition Regulation (FAR) clauses are conditions are incorporated by reference with the same force and effect as if included in their entirety:

- 52.246-4 INSPECTION OF SERVICES (AUG 1996)
- 51.248-1 VALUE ENGINEERING (FEB 2000)
- 52.227-14 RIGHTS IN DATA-GENERAL (JUNE 1987)

The terms and conditions included in the BPA apply to all Calls made pursuant to it. In the event of an inconsistency between the provision of the BPA and a Call(s), the provisions of this BPA will take precedence.

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 through this agreement may be in the range of \$15 million to \$200 million over a 120-month period.

2.4 Funding

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

2.5 BPA Expiration

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

2.6 Ordering Procedures

Calls will be placed via facsimile or hard copy documentation. The Contractor shall submit a proposal when requested by the Contracting Officer for Calls awarded under this BPA in the format containing the information requested in the Request For Quotation applicable to the Call.

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

- (1) BPA number and Call number;
- (2) Date of the Call;
- (3) Description of the service to be performed;
- (4) The service schedule, period of performance, or required completion date;
- (5) Place of delivery or performance;
- (6) Deliverables;

- (7) Task number and description, quantity, unit price and extended total;
- (8) The fixed price to complete the requirements;
- (9) The payment schedule; and
- (10) Accounting and appropriation data.

The Calls issued will be on a fixed price basis depending on the statement of work for the task.

2.7 Period of Performance for Calls Awarded Under the BPA

The period of performance for each order shall be specified in each call/order awarded.

2.8 Ordering Officials:

The following Contracting Officers/Specialist are hereby authorized to place Calls under this BPA:

Mr. Joseph Spencer
Contracting Specialist
425 I Street, NW, Room 2208
Washington, DC, 20536
(202) 514-0587

Mr. John A. Russo, Jr.
Contracting Officer
425 I Street, NW, Room 2208
Washington, DC, 20536
(202) 514-8379

2.9 Invoicing

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

- (a) Name of contractor;
- (b) Contract number;
- (c) BPA number;
- (d) Call number;
- (e) Task item number;
- (f) Date of Call;
- (g) Quantity, unit price, and extension of each item;
- (h) Electronic Funds Transfer number;
- (i) Period of Performance; and

(j) Interim payment period.

Invoices shall be submitted on a monthly basis. The requirements of a proper invoice are as specified in the GSA Schedule contract.

2.10 Invoice Distribution

The Contractor must provide an original proper invoice, and one copy as stated in the GSA Schedule contract to the designated Contracting Officer's Technical Representative (COTR) as indicated on each Call.

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 Contracting Officer. The Contracting Officer 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.

2.11 Order of Precedence

The terms and conditions included in this BPA apply to all 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 Schedule Contract will take precedence.

2.12 Security Requirements

In each order the security requirements shall be those in the BPA Statement of Work, paragraph 16.0, unless otherwise specified. The Contractor will observe all internal building security regulations that apply to any and all buildings concerning this contract.

2.13 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 its employees and for any Subcontractors and their employees.

2.14 Government Furnished Property (GFP)

The Government does not anticipate providing any property beyond that which is identified in the Statement of Work. 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 Calls issued under the BPA.

In compliance with FAR 45.505-14, by January 31 of each year, the contractor shall furnish the Contracting Officer an annual report of this Government property for which it is accountable as of the end of the previous calendar year.

2.15 Contractor Location

The Government will require the Contractor to locate personnel at the designated BCIS facilities and other sites as specified in individual Calls. The day-to-day supervision and direct control over the services performed by these individuals shall be the sole responsibility of the Contractor.

2.16 Key Personnel

The key personnel on the BPA are defined as the Program Manager and Site Project Manager on an individual Call that the Government has designated as being essential or "key" to the services performed. Key personnel shall be available to support the requirements of Calls issued under the BPA and to ensure that all services performed meet the requirements set forth in all Call(s).

2.16.1 Substitution or Diversion of Key Personnel

The personnel specified as key personnel in a given Call are considered essential to the services performed under the BPA. Before reassigning the specified individuals to other programs, the Contractor shall notify the Contracting Officer no less 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 without the written consent of the Contracting Officer shall make no reassignments or substitutions. The list of key personnel may be amended from time to time during the BPA either to add or delete personnel to the Call(s) or BPA. During the first 120 days of this BPA, no key personnel substitutions will be permitted unless an individual's sudden illness, death, or termination of employment necessitates such substitutions. In any of these circumstances, the Contractor shall promptly notify the Contracting Officer and provide the information required by the Key Personnel clause.

2.16.2 Designation of Key Personnel by Order

The Government reserves the right to identify or require the designation of key personnel in any Call(s) during BPA period of performance.

2.16.3 Employment of Key Personnel

The Project Manager (PM) shall be a full-time employee of the prime Contractor at the time of BPA issuance. The Contractor shall furnish the name, phone number, and resume of the Project Manager and Site Project Manager as required by the Government at the time of proposal submission. All other key personnel shall be full-time employees of the Contractor team (i.e., either the prime Contractor or subcontractors, if any are proposed) at the time of BPA issuance. If the Contractor proposes to use any individuals to fill key positions who are not current employees of the Contractor's team; then the Contractor shall furnish a letter of commitment signed by the individual which clearly states their availability for employment and their commitment to accept employment if approved/selected by the Government.

3. LABOR CATEGORY DESCRIPTIONS AND PRICING FOR BASE PERIOD AND OPTIONS

3.1 Labor Category Description

The labor category descriptions from the Contractor's GSA Schedule Contract GS-35F-4513G, are included as follows.

PROJECT MANAGER

GENERAL SUMMARY

Directs the performance of a variety of tasks relative to a specific project, organized by technology and client. Manages the technology and resources necessary to complete the tasks identified in the statement of work. Project areas typically represent multiple, interrelated projects for a specific client / project. Responsible for the effective management of personnel and resources required to complete tasks on time and within quality assurance guidelines. Operates within contractual guidelines, company business and policy directives. Serves as focal point of contact with client regarding project activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for project activities. Manages projects consisting of multiple interrelated tasks including design, development and delivery. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree in related field or equivalent and a minimum of seven (7) years experience in project development

ADP ADVANCED DISCIPLINE SPECIALIST

GENERAL SUMMARY

Provides a high level of technical expertise for performance on a variety of tasks relative to a specific project, organized by technology and client. Manages the technology and resources necessary to complete the tasks identified in the statement of work. Project

areas may represent multiple, interrelated projects for a specific client / project. Responsible for providing high level expertise and the effective management of resources required to complete tasks on time and within quality assurance guidelines. Operates within contractual guidelines, and company business and policy directives. Serves as focal point of contact with client regarding specific technical activities. Ensures that all required resources are identified for project activities. Manages specific technical project tasks including design, development and delivery. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree in related field or equivalent and a minimum of 10 years experience in project development.

MANAGEMENT ANALYST

GENERAL SUMMARY

Analyses and collects information concerning all aspects of business operations. Provides requirements analysis, manpower studies, forecasting, product studies, records management, and overall direction in business procedures and operations. Must possess good oral, written and people skills. Advises and recommends areas of program planning, business management, and program coordination. Validates resource requirements and develops cost estimate models. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree or three (3) to five (5) years equivalent experience in the area of business operations analysis.

NETWORK ENGINEER

GENERAL SUMMARY

Under supervision, performs a variety of network engineering tasks that are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to a higher-level engineer. Coordinates the activities of persons assigned to network engineering projects. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree in related field or three (3) to six (6) years of work experience in a variety of network engineering and integration technology.

COMP / COMM / NETWORK ANALYST

GENERAL SUMMARY

Under supervision, performs a variety of network engineering tasks that are specific in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical / engineering design part of a major project or a project of lesser complexity and importance than those normally assigned to a higher level engineering specialist. Coordinates the activities of persons assigned to network engineering projects. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree in related field or three (3) to six (6) years of work experience in a variety of network engineering and integration technology.

SOFTWARE ENGINEER

GENERAL SUMMARY

Under general supervision, engineers software solutions based upon client requirements. Generally, has one or more Software Engineers on staff and heads up projects that make use of commercially-available or custom Computer Aided Software Engineering (CASE) tools as required.

JOB SPECIFICATIONS

Bachelor's degree in related field or equivalent and five (5) to eight (8) years of related work experience.

SENIOR COMP / COMM/NETWORK SPECIALIST

GENERAL SUMMARY

Directs the performance of a variety of network and communications related projects and activities of subordinate network specialists. Oversees the technology development and implementation of specific network programs. Responsible for the effective operation of overall communications system and network management. Operates within client guidance, contractual limitations, and company business and policy directives. Serves as focal point of contact with client regarding telecommunications program activities. Ensures that all required resources are available for project implementation including manpower, communications standards, data links, and facilities. Supports multiple projects including project identification, design, development and delivery. Confers with program manager to provide technical advice and to assist with problem resolution. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree in related field or equivalent and a minimum of 10 years experience in program development and management.

COMP/COMM/NETWORK SPECIALIST

GENERAL SUMMARY

Provides support and uses for communications, computer and other hardware-based technologies for telecommunications and development tasks. Under supervision, performs a variety of telecom/televideo and other network-based tasks which are broad in nature and are concerned with the design and implementation of integrated network systems. Plans and performs systems engineering research, design development, and other assignments in conformance with network system design, engineering and customer specifications. Responsible for projects of lesser complexity and importance than those normally assigned to senior level engineers. Coordinates the activities of Video/Network Engineers and Video/Network Technicians assigned to specific multimedia-based projects. May perform other duties as assigned.

JOB SPECIFICATIONS

Bachelor's degree in related field or 2 to 5 years of work experience in a variety of network and communications-based technology.

SENIOR NETWORK TECHNICIAN

GENERAL SUMMARY

Responsible for the overall network operation, ensuring that all components and interfaces function as required by the specifications and as anticipated by the client. Provides direction and supervision to support staff, which performs a variety of network engineering tasks that are broad in nature and are concerned with the design and implementation of integrated networks covering personnel, hardware, software and support facilities and/or equipment. Principal interface with client for problem resolution, system enhancement, maintenance and operation supervision.

JOB SPECIFICATIONS

College degree in related field or equivalent and two (2) or more years of related work experience.

NETWORK TECHNICIAN

GENERAL SUMMARY

Works under supervision to perform a variety of network engineering tasks that are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software, and support facilities and/or equipment. Works under the supervision of a Senior Network Engineer or Network Engineer.

JOB SPECIFICATIONS

Bachelor's degree in related field or equivalent and two (2) years of related work experience.

ADMINISTRATIVE ASSISTANT

GENERAL SUMMARY

Provides administrative support to technical and management personnel. This includes documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning, and administration, office relocation planning, etc. Specializes in coordinating and planning office administration and support. May perform other duties as assigned.

JOB SPECIFICATIONS

High school diploma or equivalent and one (1) to three (3) years of work experience in administrative support. Must have very good interpersonal skills.

3.2 BPA Pricing Tables

The hourly labor rates and associated discounts and pricing described in Attachment B, (formerly Attachment IV, dated June 11, and July 3, 2003 Pricing Table) of this BPA is applicable to all calls issued thereunder.

4.0 STATEMENT OF WORK (SOW)

4.1 Introduction

The Immigration and Nationality Act (the Act) establishes the purpose and responsibilities of the Bureau of Citizenship and Immigration Services (BCIS). BCIS is responsible for carrying out a policy that provides for selective immigration and for controlled entry and stay of non-immigrant aliens. BCIS performs a wide range of investigative, adjudicative, enforcement, and administrative activities in support of its legislated mission. As part of its mission to enforce immigration laws, the BCIS produces a variety of secure identification documents used to identify recipients of certain benefits.

By the 1990s, documentation to establish a legal presence in the United States had become a highly valuable commodity, and investigation had revealed that numerous individuals were conducting illicit activities involving identification documents, including counterfeiting and fraud.

In 1994, the BCIS began looking at available card personalization technologies, including optical-encoding technology. On the basis of a broad-based working group recommendation, the BCIS selected optical technology for Permanent Resident Card (PRC) and Laser Visa cards (LV), providing a common platform for the manufacturing of optical cards. To provide for operational security, redundancy was achieved by dispersing production to multiple facilities. This precaution continues as a program requirement, and the BCIS may commission a study to focus on identifying an optimal number of facilities given the current security concerns.

The BCIS response to this was to develop the ICPS. The ICPS utilizes a production process that incorporates documents personalization technologies, including biometrics information, to create highly secure BCIS identification documents. To provide for operational security, redundancy was achieved by dispersing production to multiple facilities. All optical documents production is performed at one of three ICPS production locations. Approximately one-half of the current non-optical document production is performed in the ICPS production facilities. Current plans are that remaining half of the non-optical document production that is presently produced in the district offices, sub-offices and other BCIS facilities may transition at sometime during the period of performance for this acquisition to the ICPS production facilities.

ICPS consists of card personalization equipment at the following sites.

- ICPS # 1, BCIS Service Center Lincoln, Nebraska,
- ICPS # 2, #4, #5, CK # 6 (Contractor owned),
BCIS, Corbin Production Facility, Corbin, Kentucky,
- ICPS # 3, BCIS Service Center, St. Albans, Vermont,

There is now an increasing focus on the functionality, integrity, fraud resistance, and production and distribution accuracy of BCIS identification documents, consistent with homeland security concerns. This focus underscores the current challenges of maintaining a continual state of readiness to execute secure document production that varies significantly from week to week in both volume and type of document.

4.2 Purpose

This Statement of Work provides for Contractor personnel to produce BCIS identification documents by operating, servicing, and maintaining secure document inventory and production equipment, at various locations throughout the United States. BCIS provides paper and other production consumables used in the production of these documents. To support the document production process, a National Production Server provides the necessary interface with BCIS systems to send and receive document orders, and later update the results of those orders once the document production process is completed.

The scope of the work and tasks related to the Blanket Purchase Agreement (BPA) resulting from this Statement of Work will provide for the secure document production, consumables inventory management, maintenance of equipment and IT network interfaces at each production location.

The objective of this BPA and the resulting Calls are to maximize card production. BCIS intends to offer the Contractor monetary production incentives for increase GPL demand for card production is above the contracted GPL for a thirteen (13) week time period.

4.3 Scope

The Integrated Card Production System (ICPS) is a custom-developed collection of off-the-shelf, hardware/software integrated to process a range of secure identification documents. BCIS currently has a production Contractor that produces the various types of memory identification cards and secure identification documents. They are, optical memory documents include the Permanent Resident Card (PRC) and the Department of State B-1/B-2 Border Crossing Card (BCC) also known as the Laser Visa (LV).

The BCIS also produces the Employment Authorization Document (EAD), which is a non-optical document, and other documents such as the Refugee Travel Document and the Reentry Permit. Annual production for these documents is estimated at 5.2 million a year.

All optical documents production is performed at one of three ICPS production locations. Approximately one-half of the current non-optical document production is performed in the ICPS production facilities. Current plans are that remaining half of the non-optical document production that is presently produced in the district offices, sub-offices and other BCIS facilities may transition at sometime during the period of performance for this acquisition to the ICPS production facilities.

BCIS foresees that the document production levels may increase or decrease from 0.2 million to 2 million per year over the life of the BPA resulting from this Statement of Work. Approximately one-half of the current non-optical document production is located in the Service Centers. Under certain circumstances, EADs are also produced in other BCIS offices across the United States. These EADs are not manufactured with the same security and quality control features as those produced at the CPF. Current plans are that the remaining half of the non-optical document production that is presently produced in the district offices; sub-offices and other BCIS facilities may transition at sometime during the period of production of this BPA.

It is also important to note that anticipated document production workload could significantly decrease during the period of production for this BPA. The demand changes brought about by BCIS reorganizations, implementation of new laws and policies, changes in United States Government administrations during the period of production, or changing global events may lead to a decrease in the demand for secure document production.

The Contractor shall provide the necessary management, Information Technology personnel, software, development tools, and other required resources as well as contract administration to ensure effective, efficient and timely production of BCIS secure identification documents. The Contractor shall provide maintenance of the computer controlled document production equipment at these production sites, nation-wide inventory management of consumables and consumable usage, and automation support services and telecommunications support.

The Contractor shall adhere to the BCIS Software Development Life Cycle (SDLC) Manual to manage system development, planning, testing, implementing, and maintaining the system to support the BCIS strategic goals and objectives. This document may be tailored to meet the needs of the project without compromising the intent of the SDLC process.

The Contractor shall comply with the provision of DOJ Order 2640.2d - Information Technology Security, requiring only U.S. Citizens to have authorization to access or assist in the development, operation, management or maintenance of IT system contracts.

4.4 Tasks

4.4.1 Task 1 – Operation and Maintenance of ICPS Machines # 2,4, & 5 at Corbin, Kentucky Production Facility (CPF)

The Contractor shall provide the necessary management information technology personnel and other required resources as well as contract administration to ensure effective, efficient and timely production of optical documents on ICPS machines 2, 4 and 5.

Operate and Maintain 3 ICPS Machines at CPF for production of BCIS documents. This

task is for the production of optical identification cards. However, BCIS may direct reconfiguration of the ICPS machines for production of non-optical documents as deemed necessary. This task includes the following deliverables:

- Operation and Maintenance of 3 ICPS machines;
- Inventory management and control of consumables at the CPF;
- Development and delivery of management reports.

The CPF will be available 24-hours per day, 7-days per week, except for the following federal holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

4.4.1.1 SOW Deliverables for Task 1

The Contractor shall deliver a weekly guaranteed production level (GPL) of 69,000 mailable cards. During periods in which the Government provides card orders in excess of the GPL, the Contractor shall commit the necessary resources to produce as many cards as possible, consistent with the capacity of the ICPS machines, which is 30,000 optical cards per ICPS machine per week. When making upward adjustments of the GPL of future production periods (i.e. 13 week intervals), the Government will take into consideration the operating capacity of the system at the point the new GPL is determined.

Production in excess of GPL will be compensated for in accordance with the incentives identified in paragraph 4.1.3. A mailable card is one that meets all BCIS automated and manual quality standards. Production incentives and disincentives will be based on the GPL. The GPL incorporates the effects of all maintenance, record keeping, results processing and other related functions. The Contractor shall provide 100% manual quality assurance of the cards produced under this task. This quality assurance process shall be in accordance with the standards as outlined in the ICPS Quality Standards Document Reference Guide dated April 1998.

The Government will conduct quality assurance inspections of the completed cards and reserves the right to inspect 100% of the produced documents. The Contractor shall reconcile the types and numbers of consumables used to achieve the document production results at the end of each shift.

The Contractor shall provide Just-In-Time inventory management services for the ICPS inventory, and shall be accountable for all document and printer consumables delivered to the CPF. Inventory management services include efforts to minimize the waste of document production consumables. The Contractor shall manage cards and printer inventory on a First-In, First-Out (FIFO) basis.

The ICPS is the property of the Government and the Contractor shall not make any

modifications to the hardware, firmware, or software of the system without formal approval of the Government.

If the Contractor deems it necessary to propose a change to the hardware, firmware and/or software of the system, the Contractor shall submit an Engineering Change Proposal (ECP) and/or Software Change Request (SCR) for that purpose. This requirement is not intended to preclude adjustments, calibrations, maintenance or modifications that are consistent within the stated configurations of the ICPS.

4.4.1.2 Destruction Activities

The Contractor shall account for all cards and document consumables and printer supplies used in the production process. The Contractor shall establish procedures detailing how those materials will be destroyed, how they will be accounted for, stored, and handled prior to destruction.

The Contractor shall also include in the procedures how consumable and printer supplies destruction will be carried out. The Contractor shall destroy all card/documents consumables in accordance with the Contractor's established procedures and verify in writing that the materials destroyed are accounted for by type of materials and serial number. A log shall be maintained as a permanent record of the completed destruction activity.

4.4.1.3 Production Measures and Incentives for Task 1

The Contractor shall make every effort to meet the Government's document production demand; even when demand exceeds the GPL. Document orders will be provided on an ongoing basis. In the event the Government does not provide adequate volume of document orders, the GPL will be adjusted to account for the shortfall. If the Government fails to provide adequate volume once the GPL has been reached, the Government will not provide additional volume for the purpose of incentives.

The BCIS will commit to providing workload volumes based on the overall number of cases adjudicated. If this level of workload is below the established GPL, the INS will consider production of this workload to satisfy the GPL for the affected period.

The GPL is based on mailable documents. However, the Government recognizes that inputs from the Government may cause some documents to be unmailable. In cases where document orders are placed by the Government that contain Light images or Scanning errors, and those errors cause a document to be unmailable, those documents rejected will be added back to the Contractor's productivity count as it pertains to meeting or exceeding GPL.

While daily production reporting is required, the Contractor's progress toward meeting the GPL will be assessed on a weekly basis and invoiced monthly or in four-week increments as described in the invoicing instruction.

The Contractor shall submit the appropriate assessment to the Government in the form of an invoice, which must be approved by the Contracting Officer's Technical Representative (COTR). The GSA contract is subject to the Prompt Payment Act.

The GPL for this task is 69,000 documents per week.

- The Contractor shall be paid based on its production in achieving GPL. The Government may adjust the GPL in accordance with the provisions of paragraphs 4.4.1.4 (GPL Reassessments) shall be computed as shown in the following examples:

Production Level	Production Payment Incentive
Greater than 100% of GPL	Incentive of + (1.08 * % of quantity produced above GPL * production labor cost for the period)
100% of GPL	100% task order price for the measured period
Less than 100% of GPL	Disincentive of - (1.08 * % of quantity produced below GPL * production labor cost for the period)

Note: "Production labor cost" for the period shall be the cost for those personnel working directly on operations and maintenance of the three ICPS machines under this task.

Examples of incentives and disincentives:

Example 1 (production greater than GPL): The GPL is 69,000 documents per week. The contractor produces 75,000 documents for the week. The production labor cost for this task for the week is \$50,000.

The incentive payment would be:

$$\begin{aligned} & (1.08 * ((75,000 - 69,000)/69,000) * \$50,000) \\ & = 1.08 * 0.086957 * \$50,000 \\ & = 0.093913 * \$50,000 = \$4,695.65 \end{aligned}$$

The total payment would be the production labor cost plus the incentive payment, or \$50,000 + \$4,695.65 = \$54,695.65

Example 2 (production below GPL): The GPL is 69,000 documents per week. The Contractor produces 65,000 documents for the week. The production labor cost for this task for the week is \$50,000.

The disincentive payment would be:

$$(1.08 * ((69,000 - 65,000)/69,000) * \$50,000)$$

$$= -1.08 * 0.057971 * \$50,000$$

$$= -0.062609 * \$50,000 = -\$3130.43$$

The total payment would be the production labor cost plus the disincentive payment, or $\$50,000 + (-\$3,130.43) = \$46,869.57$; Note: No disincentive would be applied if the Government's workload did not meet GPL.

4.4.1.4 Guaranteed Production Level Reassessments for Task 1

If the Government provides the Contractor with orders below the GPL, the number of document orders provided will be the GPL for that week. If the Government provides document orders above the GPL and the Contractor exceeds the cumulative GPL for a 13-week period, the GPL will be increased in accordance with the following formula:

$$\text{New GPL} = 0.5 * ((\text{cumulative production for 13-consecutive weeks minus cumulative GPL for 13-consecutive weeks}) / 13) + \text{current GPL}$$

The table below shows an example in which GPL would be adjusted for a thirteen-week period. *(Based on Contractor's GPL)

GPL Table

Week No.	GPL	Number of Mailable Documents
1	69,000	50,000
2	69,000	90,000
3	69,000	85,000
4	69,000	62,000
5	69,000	80,000
6	69,000	80,000
7	69,000	80,000
8	69,000	80,000
9	69,000	80,000
10	69,000	75,000
11	69,000	75,000
12	69,000	65,000
13	69,000	78,000
Cumulative Total	897,000	980,000

$$\text{New GPL} = 0.5 * ((980,000 - 897,000) / 13) + 69,000$$

$$= 0.5 * (83,000 / 13) + 69,000$$

$$= 0.5 * (6,384) + 69,000$$

$$= 3,192 + 69,000 = 72,192$$

Note: In the event the Government fails to make the document production facility available to the Contractor or to provide the required utilities to operate the ICPS, the GPL will be adjusted to take into account the time the ICPS is not operational.

4.4.1.5 Inventory Management for Task 1

The Contractor shall provide Just-In-Time inventory management services for the ICPS inventory, and is accountable for all consumables i.e. card consumables, printer supplies, repair and spare parts, delivered to the CPF and used for the production of optical documents. Inventory management services include efforts to minimize the waste of document production consumables.

4.4.1.6 Management Reports

The Contractor shall submit/maintain the following reports:

Daily Production Status Report - The Contractor shall submit daily production status reports in the format provided by the Government. Key factors include the "pending" production quantity, reconciliation of export reports vs. hard count reports, number of documents re-ordered locally, and the production order dates.

Daily Operations Log - The data provided on this log is for each ICPS machine showing the usage time and comments for the operation of this equipment. This log data will be in the format provided by the Government.

Program Status Report - This report summarizes all task order status activities which include problem(s) noted, strategies to be exercised to resolve the problem(s), schedules information, planned activities, and detailed personnel and financial data for each task order.

Monthly Management Reports - These reports include progress/status on all tasks, including operations and technical support, personnel count by labor category and maintenance activities performed under this BPA. A status report is required on the CPF computer room, to include equipment update, maintenance/PM schedule, down time analysis, and issues/concerns. Additionally, these reports shall identify maintenance and labor costs, to include production data problems and quality assurance for the four-week period being evaluated.

Inventory Report - This report contains data dealing with on-hand balances as well as consumption data for all ICPS facilities including: Contractor update, days requirements, projected requirements, as well as goals and objectives.

Other Direct Costs Report - Other Direct Costs (ODCs) must be reported monthly and will describe all purchases; service agreements with a description of each item, Contractor name, quantity, and purchase price of each item.

Accident Report - In the event of an accident involving Contractor/Government personnel or property, the Contractor will immediately submit a report to the National COTR and the On-Site COTR including at least the following information:

- Date and time of the occurrence;
- Place of the occurrence;
- Names of all personnel directly involved;
- Narrative description of the accident and circumstances.

4.4.1.7 Schedule for Deliverables

Deliverable Name	Frequency
Production Status Report	Daily
Operations Log for each ICPS machine	Daily
Program Status Report	Bi-Weekly
Management Reports	Monthly
Inventory Report	Monthly
Other Direct Costs	Monthly
Accident Report	As Required

4.4.2 Task 2 – Operation and Maintenance of ICPS Machine # 3 at St Albans, Vermont

Operate and maintain one (1) ICPS machine at St. Albans, Vermont Service Center for production of INS documents. This task is for the production of optical memory cards, However, BCIS may direct reconfiguration of the ICPS machines for production of non-optical documents as deemed necessary. This task includes the following deliverables:

- Operation and Maintenance of one (1) ICPS machine;
- Inventory management and control of consumables for the ICPS at St. Albans, Vermont;
- Development and delivery of management reports.

This Service Center will be available 24-hours per day, 7-days per week, except for the following federal holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

4.4.2.1 SOW Deliverables for Task 2

The Contractor shall operate and maintain the ICPS machine number 3 in St Albans, Vermont in accordance with the provisions contained within this Statement of Work. The Contractor shall deliver a weekly guaranteed production level (GPL) of 23,000 mailable cards. During periods in which the Government provides card orders in excess of the GPL, the Contractor shall commit the necessary resources to produce as many cards as possible, consistent with the capacity of the ICPS machines.

When making upward adjustments of the GPL of future production periods (i.e. 13 week intervals), the Government will take into consideration the operating capacity of the system at the point the new GPL is determined. Production in excess of GPL will be compensated for in accordance with the incentives identified in paragraph 4.2.3. A mailable card is one that meets all INS automated and manual quality standards. Production incentives and disincentives will be based on the GPL. The GPL incorporates the effects of all maintenance, record keeping, results processing and other related functions.

The Contractor is authorized to manage the production on a national basis rather than on a per machine basis, as long as each ICPS machine produces at least 5,000 mailable optical cards per week, and each machine is maintained sufficiently so that it is capable of producing the per machine GPL of 23,000 mailable optical cards.

The Contractor shall provide 100% manual quality control of the cards produced daily under this task. The Government will conduct quality assurance inspections of the completed cards and reserves the right to inspect 100% of the produced cards. The Contractor shall reconcile the types and numbers of consumables used to achieve the card production results at the end of each shift.

The Contractor shall provide Just-In-Time inventory management services for the ICPS inventory, and shall be accountable for all document and printer consumables delivered to the CPF. Inventory management services include efforts to minimize the waste of card production consumables. The Contractor shall manage document and printer inventory on a First-In, First-Out (FIFO) basis.

The ICPS is the property of the Government and the Contractor shall not make any modifications to the hardware, firmware, or software of the system without formal approval of the Government. If the Contractor deems it necessary to propose a change to the hardware, firmware/software system, an Engineering Change Proposal (ECP)/Software Change Request (SCR) shall be submitted for that purpose. This requirement is not intended to preclude adjustments, calibrations; maintenance or modifications that are consistent within the stated configurations of the ICPS.

4.4.2.2 Destruction Activities

The Contractor shall account for all cards and documents consumables and printer supplies provided by the Government used in the production process. The Contractor shall establish procedures detailing how those materials will be destroyed, how they will be accounted for, stored, and handled prior to destruction. The Contractor shall also include in the procedures how consumable and printer supplies destruction will be carried out. The Contractor shall destroy all card/documents consumables in accordance with the Contractor's establish procedures and verify in writing that the materials destroyed are accounted for by type of materials and serial number. A log shall be maintained as a permanent record of the completed destruction activity.

4.4.2.3 Production Incentives – Guaranteed Production Level (GPL) for Task 2

The Contractor shall make every effort to meet the Government's document production demand, even when demand exceeds GPL. Document orders will be provided on an ongoing basis. In the event the Government does not provide adequate volume of document orders, the GPL will be adjusted to account for the shortfall. GPL reassessments will be determined in accordance with BPA paragraph 4.4.1.4 production incentives and measures will be managed in accordance with paragraphs 4.4.1.3 except the GPL of 23,000 stated above applies.

If the Government fails to provide adequate volume once the GPL has been reached, the Government will not provide additional volume for the purpose of incentives. The Government commits to providing workload volumes based on the overall National document workload. If this level of workload is below the established GPL, the BCIS will consider production of this workload to satisfy the GPL for the affected period.

The GPL is based on mailable documents. However, the Government recognizes that inputs from the Government may cause some documents to be unmailable. In cases where document orders are placed by the Government that contain light images or scanning errors, and those errors cause a document to be unmailable, those documents rejected will be added back to the Contractor's productivity count as it pertains to meeting or exceeding GPL.

While daily production reporting is required, the Contractor's progress toward meeting the GPL will be assessed on a weekly basis and invoiced monthly or in four-week increments as described in the invoicing instruction. The Contractor shall submit the appropriate assessment to the Government in the form of an invoice, which must be approved by the COTR. The GSA contract is subject to the Prompt Payment Act. The Contractor shall provide 100% manual quality assurance of optical documents production as directed by the Government.

The Government will conduct normal quality assurance inspections of the completed product and reserves the right to inspect 100 % of the produce documents. The Contractor shall reconcile the types and number of consumables used to achieve the document production results at the end of each shift.

4.4.2.4 Management Reports

The Contractor shall submit/maintain the following reports:

Daily Production Status Report - The Contractor shall submit daily production status reports in the format provided by the Government. Key factors include the "pending" production quantity, reconciliation of export reports vs. hard count reports, number of documents re-ordered locally, and the production order dates.

Daily Operations Log - The data provided on this log is for each ICPS machine showing the usage time and comments for the operation of this equipment. This log data will be in the format provided by the Government.

Program Status Report - This report summarizes all task order status activities which include problem(s) noted, strategies to be exercised to resolve the problem(s), schedules information, planned activities, and detailed personnel and financial data for each task order.

Monthly Management Reports - These reports include progress/status on all tasks, including operations and technical support, and maintenance activities performed under this BPA. A status report is required on the CPF computer room, to include equipment update, maintenance/PM schedule, down time analysis, and issues/concerns. Additionally, these reports shall identify maintenance and labor costs, to include personnel counts by labor category, production data problems and quality assurance for the one-month period being evaluated.

Inventory Report - This report contains data dealing with on-hand balances as well as consumption data for all ICPS facilities including: Contractor update, days requirements, projected requirements, as well as goals and objectives.

Other Direct Costs Report - Other Direct Costs (ODCs) must be reported monthly and will describe all purchases service agreements with a description of each item, Contractor name, quantity, and purchase price of each item.

Accident Report - In the event of an accident involving Contractor/Government personnel or property, the Contractor will immediately submit a report to the National COTR and the On-Site COTR including at least the following information:

- Date and time of the occurrence;
- Place of the occurrence;
- Names of all personnel directly involved;
- Narrative description of the accident and circumstances.

4.4.2.5 Schedule for Deliverables

Deliverable Name	Frequency
Production Status report	Daily
Operations Log for each ICPS machine	Daily
Program Status report	Bi-Weekly
Management Reports	Monthly
Inventory report	Monthly
Other Direct Costs	Monthly
Accident report	As required

4.4.3 Task 3 Operation and Maintenance of ICPS Machine # 1 at Lincoln, Nebraska

Operate and Maintenance of one (1) ICPS Machine at Lincoln, Nebraska Service Center for production of BCIS documents. This task is for the production of optical memory documents. However, BCIS may direct reconfiguration of the ICPS machines for production of non-optical documents as deemed necessary. This task includes the following deliverables:

- Operation and Maintenance of one (1) ICPS machine;
- Inventory management and control of consumables at the ICPS Lincoln Nebraska;
- Development and delivery of management plans and reports.

This Service Center will be available on 24-hours per day, 7-days per week, except for the following federal holidays: New Years Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

4.4.3.1 SOW Deliverables for Task 3

The Contractor shall operate and maintain the ICPS machine number 1 in Lincoln, Nebraska in accordance with the provisions contained within this Statement of Work. The Contractor shall deliver a weekly guaranteed production level (GPL) of 23,000 mailable documents. During periods in which the Government provides card orders in excess of the GPL, the Contractor shall commit the necessary resources to produce as many cards as possible, consistent with the capacity of the ICPS machines.

When making upward adjustments of the GPL of future production periods (i.e. 13 week intervals), the Government will take into consideration the operating capacity of the system at the point the new GPL is determined. Production in excess of GPL will be compensated for in accordance with the incentives identified in paragraph 4.4.3.3. A mailable document is one that meets all BCIS automated and manual quality standards. Production incentives and disincentives will be based on the GPL. The GPL incorporates the effects of all maintenance, record keeping, results processing and other related functions.

The Contractor is authorized to manage the production on a national basis rather than on a per machine basis, as long as each ICPS machine produces at least 5,000 mailable optical documents per week, and each machine is maintained sufficiently so that it is capable of producing the per machine average of 23,000 mailable optical documents.

The Contractor shall provide 100% manual quality assurance of the documents produced under this task. The Government will conduct quality assurance inspections of the completed documents and reserves the right to inspect 100% of the produced documents. The Contractor shall reconcile the types and numbers of consumables used to achieve the document production results at the end of each shift. The Contractor shall provide Just-

In-Time inventory management services for the ICPS inventory, and shall be accountable for all document and printer consumables delivered to the CPF. Inventory management services include efforts to minimize the waste of document production consumables. The Contractor shall manage document and printer inventory on a First-In, First-Out (FIFO) basis.

The ICPS is the property of the Government and the Contractor shall not make any modifications to the hardware, firmware, or software of the system without formal approval of the Government. If the Contractor deems it necessary to propose a change to the hardware, firmware and/or software system, an ECP/SCR shall be submitted for that purpose. This requirement is not intended to preclude adjustments, calibrations, maintenance or modifications that are consistent within the stated configurations of the ICPS.

4.4.3.2 Destruction Activities

The Contractor shall account for all cards and documents consumables and printer supplies used in the production process. The Contractor shall establish procedures detailing how those materials will be destroyed, how they will be accounted for, stored, and handled prior to destruction.

The Contractor shall also include in the procedures how consumable and printer supplies destruction will be carried out. The Contractor shall destroy all card/documents consumables in accordance with the Contractor's establish procedures and verify in writing that the materials destroyed are accounted for by type of materials and serial number. A log shall be maintained as a permanent record of the completed destruction activity.

4.4.3.3 Production Incentives Guaranteed Production Level (GPL) for Task 3

The Contractor shall make every effort to meet the Government's document production demand, even when demand exceeds the GPL. Document orders will be provided on an ongoing basis. In the event the Government does not provide adequate volume of document orders, the GPL will be adjusted to account for the shortfall. GPL reassessments will be determined in accordance with BPA paragraph 4.4.1.4 production incentives and measures will be managed in accordance with paragraph 4.4.1.3 except with the GPL of 23,000 stated above applies.

If the Government fails to provide adequate volume once the GPL has been reached, the Government will not provide additional volume for the purpose of incentives. The Government commits to providing workload volumes based on the overall National Document workload. If this level of workload is below the established GPL, the BCIS will consider production of this workload to satisfy the GPL for the affected period.

The GPL is based on mailable documents. However, the Government recognizes that inputs from the Government may cause some documents to be unmailable. In cases

where document orders are placed by the Government that contain Light images or Scanning errors, and those errors cause a document to be unmailable, those documents rejected will be added back to the Contractor's productivity count as it pertains to meeting or exceeding GPL.

While daily production reporting is required, the Contractor's progress toward meeting the GPL will be assessed on a weekly basis and invoiced monthly or in four-week increments as described in the invoicing instruction.

The Contractor shall submit the appropriate assessment to the Government in the form of an invoice, which must be approved by the COTR. The GSA contract is subject to the Prompt Payment Act.

- The Contractor shall provide 100% manual quality assurance of optical documents production as directed by the Government. The Contractor shall reconcile the types and number of consumables used to achieve the document production results at the end of each shift.
- The Government will conduct normal quality assurance inspections of the completed product and reserves the right to inspect 100 % of the produce documents.

4.4.3.4 Management Reports

The Contractor shall submit/maintain the following reports:

Daily Production Status Report - The Contractor shall submit daily production status reports in the format provided by the Government. Key factors include the "pending" production quantity, reconciliation of export reports vs. hard count reports, number of documents re-ordered locally, and the production order dates.

Daily Operations Log - The data provided on this log is for each ICPS machine showing the usage time and comments for the operation of this equipment. This log data will be in the format provided by the Government.

Program Status Report - This report summarizes all task order status activities which include problem(s) noted, strategies to be exercised to resolve the problem(s), schedules information, planned activities, and detailed personnel and financial data for each task order.

Monthly Management Reports - These reports include progress/status on all tasks, including operations and technical support, and maintenance activities performed under this BPA. A status report is required on the CPF computer room, to include equipment update, maintenance/PM schedule, down time analysis, and issues/concerns. Additionally, these reports shall identify maintenance and labor costs, to include production data problems and quality assurance for the one-month period being evaluated.

Inventory Report - This report contains data dealing with on-hand balances as well as consumption data for all ICPS facilities including: Contractor update, days requirements, projected requirements, as well as goals and objectives.

Other Direct Costs Report - Other Direct Costs (ODCs) must be reported monthly and will describe all purchases service agreements with a description of each item, Contractor name, quantity, and purchase price of each item.

Accident Report - In the event of an accident involving Contractor/Government personnel or property, the Contractor will immediately submit a report to the National COTR and the On-Site COTR including at least the following information:

- Date and time of the occurrence;
- Place of the occurrence;
- Names of all personnel directly involved;
- Narrative description of the accident and circumstances.

4.3.5 Schedule for Deliverables

Deliverable Name	Frequency
Production Status Report	Daily
Operations Log for each ICPS machine	Daily
Program Status Report	Bi-Weekly
Management Reports	Monthly
Inventory Report	Monthly
Other Direct Costs	Monthly
Accident Report	As required

4.4.4 Task 4 - Employment Authorization Document (EAD) Production

The Contractor shall provide the necessary management, information technology personnel, card production machines/equipment, associated software and other required resources as well as contract administration to ensure effective, efficient and timely production of non-optical EAD. The Contractor shall provide all resources to produce the EAD's to the specified GPL, conduct 100% inspection, provide all equipment related consumables and manage all non-optical related consumables and supplies.

The Contractor shall utilize document consumables presently used to produce EAD documents. BCIS will provide the document consumables. The documents produced must be in accordance with INS specifications. The Contractor shall produce the EAD's at the CPF. The Contractor shall propose how it would accomplish such an effort and will identify risk elements and mitigation strategies.

4.4.4.1 SOW Deliverables for Task 4

Production of EAD documents using Contractor provided Commercial Off-the-shelf (COTS) Document Personalization System in Corbin, Kentucky. The Contractor shall provide the necessary personnel, equipment, and certain consumables, as well as contract administration to ensure effective, efficient and timely production of non-optical EAD identification documents at CPF.

The task of non-optical card production using Contractor provided equipment includes the operation and maintenance of the Contractor selected document personalization system (or equivalent) in order to produce a guaranteed production level (GPL) of 40,000 mailable EAD identification documents per week at CPF after a transition as described in paragraph 4.4.9.1.5. During periods in which the Government provides card orders in excess of the GPL, the Contractor shall commit the necessary resources to produce as many cards as possible, consistent with the capacity of the Contractor-owned EAD equipment.

When making upward adjustments of the GPL of future production periods (i.e. 13 week intervals), the Government will take into consideration the operating capacity of the system at the point the new GPL is determined. Production in excess of GPL will be compensated for in accordance with the incentives identified in paragraph 4.4.4.3. The Contractor shall provide acquisition procedures and separate inventory management and control of the specialized consumables and supplies required by the Contractor's selected document personalization system for production of the EAD documents.

4.4.4.2 Production Measures for Production of Non-optical Documents for Task 4

The Contractor shall produce EAD's within 72 hours after the document orders are made available to the production system.

4.4.4.3 Production Measures and Incentives for Task 4

The Contractor shall make every effort to meet the Government's document production demand, even when demand exceeds the GPL. Document orders will be provided on an ongoing basis. In the event the Government does not provide adequate volume of document orders, the GPL will be adjusted to account for the shortfall. If the Government fails to provide adequate volume once the GPL has been reached, the Government will not provide additional volume for the purpose of incentives.

The BCIS will commit to providing workload volumes based on the overall number of cases adjudicated. If this level of workload is below the established GPL, the BCIS will consider production of this workload to satisfy the GPL for the affected period.

The GPL is based on mailable documents. However, the Government recognizes that inputs from the Government may cause some documents to be unmailable. In cases where document orders are placed by the Government that contain Light images or

Scanning errors, and those errors cause a document to be unmailable, those documents rejected will be added back to the Contractor's productivity count as it pertains to meeting or exceeding GPL.

While daily production reporting is required, the Contractor's progress toward meeting the GPL will be assessed on a weekly basis and invoiced monthly or in four-week increments as described in the invoicing instruction.

The Contractor shall submit the appropriate assessment to the Government in the form of an invoice, which must be approved by the COTR. The GSA contract is subject to the Prompt Payment Act.

The GPL for this task is 40,000 mailable documents per week.

- The Contractor shall be paid based on its production in achieving GPL. The Government may adjust the GPL in accordance with the provisions of paragraphs 4.4.1.4 (GPL Reassessments) shall be computed as shown in the examples below:

Production Level	Production Payment Incentive
Greater than 100% of GPL	Incentive of + (1.08 * % of quantity produced above GPL * production labor cost for the period)
100% of GPL	100% task order price for the measured period
Less than 100% of GPL	Disincentive of - (1.08 * % of quantity produced below GPL * production labor cost for the period)

Note: "Production labor cost" for the period shall be the cost for those personnel working directly on operations and maintenance of the Contractor-owned EAD equipment under this task.

Examples of incentives and disincentives:

Example 1 (production greater than GPL): The GPL is 40,000 documents per week. The Contractor produces 55,000 documents for the week. The production labor cost for this task for the week is \$50,000.

The incentive payment would be:

$$\begin{aligned} & (1.08 * ((55,000 - 40,000)/40,000) * \$50,000) \\ & = 1.08 * 0.375 * \$50,000 \\ & = 0.405 * \$50,000 = \$20,250 \end{aligned}$$

The total payment would be the production labor cost plus the incentive payment, or $\$50,000 + \$20,250 = \$70,250$

Example 2 (production below GPL): The GPL is 40,000 documents per week. The Contractor produces 33,000 documents for the week. The production labor cost for this task for the week is \$50,000.

The disincentive payment would be:

$$\begin{aligned} & (1.08 * ((40,000 - 33,000) / 40,000) * \$50,000) \\ & = -1.08 * 0.175 * \$50,000 \\ & = -0.189 * \$50,000 = -\$9,450 \end{aligned}$$

The total payment would be the production labor cost plus the disincentive payment, or \$50,000 + (-\$9,450) = \$40,550; Note: No disincentive would be applied if the Government's workload did not meet GPL.

4.4.4.4 Guaranteed Production Level Reassessments for Task 4

If the Government provides the Contractor with orders below the GPL, the number of document orders provided will be the GPL for that week. If the Government provides document orders above the GPL and the Contractor exceeds the cumulative GPL for a 13-week period, the GPL will be increased in accordance with the following formula:

$$\text{New GPL} = 0.5 * ((\text{cumulative production for 13-consecutive weeks minus cumulative GPL for 13-consecutive weeks}) / 13) + \text{current GPL}$$

The table below shows an example in which GPL would be adjusted for a thirteen-week period. *(Based on Contractor's GPL)

GPL Table

Week No.	GPL	Number of Mailable Documents
1	40,000	50,000
2	40,000	90,000
3	40,000	85,000
4	40,000	62,000
5	40,000	80,000
6	40,000	80,000
7	40,000	80,000
8	40,000	80,000
9	40,000	80,000
10	40,000	75,000
11	40,000	75,000
12	40,000	65,000
13	40,000	78,000
Cumulative Total	520,000	980,000

$$\begin{aligned} \text{New GPL} &= 0.5 * ((980,000 - 520,000)/13) + 40,000 \\ &= 0.5 * (460,000/13) + 40,000 \\ &= 0.5 * (35,385) + 40,000 \\ &= 17,693 + 40,000 = 57,693 \end{aligned}$$

NOTE: IN THE EVENT THE GOVERNMENT FAILS TO MAKE THE DOCUMENT PRODUCTION FACILITY AVAILABLE TO THE CONTRACTOR OR TO PROVIDE THE REQUIRED UTILITIES TO OPERATE THE ICPS, THE GPL WILL BE ADJUSTED TO TAKE INTO ACCOUNT THE TIME THE ICPS IS NOT OPERATIONAL.

4.4.5 Task 5 – Secure Identification Document Production /Travel Document

The BCIS prints and issues two travel documents: a Travel Re-entry Permit (I-327) issued to certain lawful permanent residents, and a Refugee Travel Document (I-571) issued to certain refugees. These documents, used like passports at U.S and foreign ports of entry, are printed in a passport-like format with photographs, identifying information, and several blank pages for stamps. It is estimated that 240,000 Travel Documents will be produced annually or approximately 4,620 mailable Travel Documents per week. This amount includes the estimated annual production of 5.2 million Secure Identification Documents described in paragraph 4.3. The BCIS will provide six Toppan Digital Passport Printers, set up in two pods of three printers per pod, for producing the Travel Documents and Re-entry Permits. Through the operation and maintenance of the Toppan Digital Passport Printers, the Contractor shall produce Travel Documents and Re-entry Permits.

4.4.5.1 SOW Deliverable for Task 5

The Contractor shall deliver a weekly GPL of 4,620 documents per week, in any combination of Refugee Travel Documents and Re-entry Permits as the Government shall provide.

The Contractor shall provide 100 % manual quality control of the documents produced under this task. The Government will conduct quality assurance inspections of completed documents and reserves the right to inspect 100% of the produced documents. At the end of each shift, the Contractor shall reconcile the types and numbers of consumable items used to achieve the document production results.

The Contractor shall provide Just-in-Time inventory management services for the Travel Document and Re-entry Permit inventory, and shall be responsible for all document and printer supplies and consumables delivered to the production facility. Inventory management services include efforts to minimize waste of document and printer consumables. The Contractor shall manage documents and printer inventory on a First-In, First-Out (FIFO) basis.

The Toppan Digital Passport Printers are the property of the Government, and the Contractor shall not make any modifications to the hardware, software, or firmware without formal approval of the Government.

If the Contractor deems it necessary to propose a change to the hardware, firmware, or software of the system, the Contractor shall submit an Engineering Change Proposal (ECP) and/or Software Change Request (SCR) for that purpose. This requirement is not intended to preclude adjustments, calibrations, maintenance or modifications that are consistent within the stated configurations of the Toppan Digital Passport Printer system.

The contractor shall ensure that travel document orders, when received electronically, are handled in a timely and secure manner.

4.4.5.2 Production Measures and Incentives for Task 5

The Contractor shall make every effort to meet the Government's document production demand even when demand exceeds GPL. Document orders will be provided on an ongoing basis. During periods in which the Government provides document orders in excess of the GPL, the Contractor shall commit the necessary resources to produce as many cards as possible, consistent with the capacity of the Toppan Digital Passport Printers.

When making upward adjustments of the GPL of future production periods (i.e. 13 week intervals), the Government will take into consideration the operating capacity of the system at the point the new GPL is determined. Production in excess of GPL will be compensated for in accordance with the incentives identified in this paragraph. In the event the Government does not provide adequate volume of document orders, the GPL will be adjusted to account for the shortfall. If the Government fails to provide adequate volume once the GPL has been reached, the Government will not provide additional volume for the purpose of incentives.

The BCIS will commit to providing workload volumes based on the overall number of cases adjudicated. If this level of workload is below the established GPL, the INS will consider production of this workload to satisfy the GPL for the affected period.

The GPL is based on mailable documents. However, the Government recognizes that inputs from the Government may cause some documents to be unmailable. In cases where document orders are placed by the Government that contain input errors or deficiencies, and those errors or deficiencies cause a document to be unmailable, those documents rejected will be added back to the Contractor's productivity count as it pertains to meeting or exceeding GPL.

While daily production reporting is required, the Contractor's progress toward meeting the GPL will be assessed on a weekly basis and invoiced monthly or in four-week increments as described in the invoicing instruction.

The Contractor shall submit the appropriate assessment to the Government in the form of an invoice, which must be approved by the COTR.

The GPL for this task is 4,620 mailable Travel Documents per week.

- The Contractor shall be paid based on its performance in achieving GPL. The Government may adjust the GPL in accordance with the provisions of paragraphs 4.4.5.3 (GPL Reassessments). The table below and the examples that follow define and illustrate the incentive and disincentive provisions for exceeding or not achieving the then applicable GPL:

Production Level	Production Payment Incentive
Greater than 100% of GPL	Incentive of + (1.08 * % of quantity produced above GPL * production labor cost for the period)
100% of GPL	100% task order price for the measured period
Less than 100% of GPL	Disincentive of - (1.08 * % of quantity produced below GPL * production labor cost for the period)

Note: "Production labor cost" for the period shall be the cost for those personnel working directly on operations and maintenance of the six (6) Toppan Digital Passport Printers under this task.

Examples of incentives and disincentives:

Example 1 (production greater than GPL): The GPL is 4,620 documents per week. The Contractor produces 6,000 documents for the week. The production labor cost for this task for the week is \$3,080.

The incentive payment would be:

$$\begin{aligned} & (1.08 * ((6,000 - 4,620)/4,620) * \$3,080) \\ & = 1.08 * 0.29870 * \$3,080 \\ & = 0.32260 * \$3,080 = \$993.61 \end{aligned}$$

The total payment would be the production labor cost plus the incentive payment, or \$3,080 + \$993.61 = \$4,073.61

Example 2 (production below GPL): The GPL is 4,620 documents per week. The Contractor produces 2,000 documents for the week. The production labor cost for this task for the week is \$3,080.

The disincentive payment would be:

$$\begin{aligned} & -(1.08 * ((4,620 - 2,000)/4,620) * \$3,080) \\ & = -1.08 * 0.56710 * \$3,080 \\ & = -0.61247 * \$3,080 = -\$1,886.40 \end{aligned}$$

The total payment would be the production labor cost plus the disincentive payment, or $\$3,080 + (-\$1,886.40) = \$1,193.60$; Note: No disincentive would be applied if the Government's workload did not meet GPL.

4.4.5.3 Guaranteed Production Level Reassessments for Task 5

If the Government provides the Contractor with orders below the GPL, the number of document orders provided will be the GPL for that week. If the Government provides document orders above the GPL and the Contractor exceeds the cumulative GPL for a 13-week period, the GPL will be increased in accordance with the following formula:

$$\text{New GPL} = 0.5 * ((\text{cumulative production for 13-consecutive weeks minus cumulative GPL for 13-consecutive weeks}) / 13) + \text{current GPL}$$

The table below shows an example in which GPL would be adjusted for a thirteen-week period. *(Based on GPL)

GPL Table

Week No.	GPL	Number of Mailable Documents
1	4,620	5,000
2	4,620	9,000
3	4,620	8,000
4	4,620	6,000
5	4,620	8,000
6	4,620	8,000
7	4,620	8,000
8	4,620	8,000
9	4,620	8,000
10	4,620	7,000
11	4,620	7,000
12	4,620	6,000
13	4,620	7,000
Cumulative Total	60,060	95,000

$$\begin{aligned} \text{New GPL} &= 0.5 * ((95,000 - 60,060) / 13) + 4,620 \\ &= 0.5 * (34,940 / 13) + 4,620 \\ &= 0.5 * (2,688) + 4,620 \\ &= 104 + 1,344 + 4,620 = 5,964 \end{aligned}$$

Note: In the event the Government fails to make the document production facility available to the Contractor or to provide the required utilities to operate the Toppan

Digital Passport Printers, the GPL will be adjusted to take into account the time the Passport Printers are not operational.

4.4.5.4 Operator Requirements

The Contractor shall provide qualified and trained operators for document printers.

4.4.5.5 Printing of Blank Travel Documents

The Government will provide blank Travel Documents and Re-entry Permits, which will be manufactured by the United States Government Printing Office (GPO). The Government will provide the required equipment and consumables used in producing the travel documents. This includes six (6) Toppan Digital Passport Printers, crystagram foils, ribbons, and blank travel document booklets.

4.4.5.6 Readability

The travel document shall meet ICAO requirements for readability and print quality as specified in ICAO Document 9303 (provided to Contractor). This includes the ability of the printed characters to be readable in the B-900 band of the spectrum.

4.4.5.7 Destruction Activities

The Contractor shall account for all document consumables and printer supplies used in the production of Travel Documents and Re-entry permits. The Contractor shall establish written procedures detailing how those materials will be destroyed, including how they will be accounted for, stored and handled prior to destruction. The Contractor shall carry out destruction in accordance with the written procedures and verify in writing that the materials are accounted for by material type and serial number, if a serial number is assigned. A log shall be maintained as a permanent record of destruction activities.

4.4.5.8 Management Reports

The Contractor shall submit /maintain the following reports:

Daily Production Status Report - The Contractor shall submit daily production status reports in the format provided by the Government. Key factors include the "pending" production quantity, reconciliation of export reports versus hard count reports, number of documents re-ordered locally, and the production order dates.

Daily Operations Log - The data provided on this log is for each Toppan Digital Passport Printer, showing the usage time and comments for the operation of this equipment. This log data will be in the format provided by the Government.

Program Status Report - This report summarizes all task order status activities which include problems noted, strategies to be exercised to resolve the problems, schedules

information, planned activities, and detailed personnel and financial data for the task order.

Monthly Management Reports – The Contractor shall include work under this task in the Monthly Management Report required in paragraph 4.4.1.6.

Inventory Report - This report contains data dealing with on-hand balances as well as consumption data for Travel Document and Re-entry Permit production.

Other Direct Costs Report - Other Direct Costs (ODCs) must be reported monthly and will describe all purchases; service agreements with a description of each item, Contractor name, quantity, and purchase price of each item.

Accident Report - In the event of an accident involving Contractor/Government personnel or property, the Contractor will immediately submit a report to the National COTR and the On-Site COTR including at least the following information:

- Date and time of the occurrence;
Place of the occurrence;
- Names of all personnel directly involved;
- Narrative description of the accident and circumstances.

4.4.5.9 Schedule for Deliverables

Deliverable Name	Frequency
Production Status Report	Daily
Operations Log for each ICPS machine	Daily
Program Status Report	Bi-Weekly
Management Reports	Monthly
Inventory Report	Monthly
Other Direct Costs	Monthly
Accident Report	As Required

4.4.6 Task 6 – Management of Consumables on a National Basis

The Contractor shall provide Just-In-Time management of cards, documents, and printer consumables on a national basis to support production at all existing BCIS document production facilities. If the Contractor fails to manage inventories effectively and causes the production at a BCIS facility to cease, liquidated damages will be assessed as identified in paragraph 15.0 for each day that production is interrupted. Shipping of consumables from Contractor locations, if not currently being supplied by the Contractor, or CPF, will be at the expense of the Government.