

4.4.6.1 SOW Deliverables for Task 6

The Contractor shall provide the following services in order to insure timely consumable inventory management support to all ICPS production locations.

- Review inventory reports from all ICPS production locations and expedite shipments from Contractor locations or from ICPS production locations;
- Place order with Contractors of consumables biweekly based on projected utilization rates, establish minimum/maximum stock age levels for all consumables and Implement quality control criteria for acceptance of consumables;
- Monitor Contractor lead times and provide product forecasts to Contractors;
- Coordinate additional demand requirements with ICPS production locations;
- Develop, record document forecasts and inventory replacements for ICPS production locations. Prepare weekly and monthly reports to INS on inventory levels, forecasts and orders placed;
- Balance and reconcile consumable inventories and usage daily for each ICPS facility. The Contractor shall report the consumption data by facility on a monthly basis.

4.4.6.2 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.

4.4.7 Task 7 - Operation and Maintenance of the Computer Room at CPF and Program Management Support at Headquarters BCIS

The Contractor shall provide for the on-site administration and maintenance of the telecommunications (LAN/WAN) hardware and software at the CPF and Headquarters BCIS. BCIS telecommunications infrastructure components receive data for the various

- The Contractor is authorized to purchase individual ODC items in the amount of \$2,500.00 or less, without obtaining prior approval of Contracting Officer. However, the On-Site COTR shall validate these items within this purchase threshold.

10.1 ICPS Materials

The costs of ICPS materials, which consist of equipment in direct support of card production, equipment maintenance (including all service agreements), unless covered by warranty, spare parts, unless covered by warranty, software, commercial software licensing, printer consumables for EAD production, postage fee, and machine supplies other than GFE tools required to perform the services. This does not include Government-provided production and card consumables.

10.2 Shipping of Spare & Repair Parts

The costs related to the shipping of spare and repair parts designated for maintenance at the ICPS Production Facilities/Service Centers, mailing services for identification cards, and return of defective consumables to retailers or manufactures will be reimbursed as ODC charges.

10.2.1 Purchase Authorization

The Contractor shall submit an ODC purchase request to the COTR, along with adequate justification that the ODC purchase is necessary and reasonable. The COTR will authorize an On-site COTR, or another representative of the Government, to pre-approve Contractor ODC purchases. Any such reassignment of this ODC approval authority will be documented in a written letter to the Contractor. The COTR will return a copy of the approved or disapproved request to the Contractor within five (5) workdays of receipt. Additionally, the Contractor shall:

- Submit a monthly ODC report to the COTR that describes all ODC purchases (both those ODCs that require prior approval and those that did not). This report shall categorize ODC purchases as describe below and shall include a spreadsheet listing each ODC purchase. This report shall also contain copies of the Contractor invoices, which indicate the description, quantity, and purchase price of each ODC item.
- In the event of an emergency the Contractor shall follow the BCIS approved actions procedures identified in the Contractor's technical proposal. An emergency repair is defined as an inoperative or severely malfunctioning ICPS unit, which is resulting in idle capacity.

10.3 Travel

In the performance of all the tasks, the Contractor may be required to travel to BCIS sites.

All travel shall be reimbursed in accordance with the provisions and rates contained in the Federal Travel Regulation (FTR) and the scheduled contract under which the BPA call(s) was awarded.

The Contractor shall be reimbursed for transportation costs and travel allowances of Contractor employees and approved sub-contractor employees in accordance with FAR 31.205-46 governing travel performed as directed by the order. Such transportation costs will not be reimbursed in an amount greater than the cost of, and time that required for coach-class commercially scheduled air or ground travel by the most expeditious route unless coach air or ground travel(s) is not available.

Travel other than local travel, as defined in the Joint Travel Regulation, is travel other than that required in commuting to and from the employee's place of employment and outside a 50-mile radius of the primary place of duty.

Other than local travel can only be claimed when specifically authorized in advance in writing by the Contracting Officer or the COTR and only up to the amount specified. Travel to the NSC and VSC, and to any other site at which the Contractor is operating document production machines under this contract is exempt from reimbursement. All other than local travel will be reimbursed in accordance with the provisions of the Federal Travel Regulation.

Travel related to maintenance of the ICPS units at a production facility (whether it is preventative or emergency) is not allowable as other direct charge. All travel itineraries must receive the prior written approval of the Contracting Officer or the COTR.

11.0 STAFFING REQUIREMENTS

The Contractor shall provide personnel who have the required technical knowledge to perform the functions describe in the Statement of Work and possess the minimum qualifications for each labor category described in the Statement of Work staffing requirements. Acceptable substitutions of education or experience are listed in the personnel description. Personnel in all skill categories shall be experienced in functions and application appropriate to the scope of the BPA call(s).

The resume of key personnel are subject to review and approval of the Contracting Officer before the key personnel may be employed on the BPA calls(s) and must be submitted with the Contractor's proposal. Substitutions of key personnel are not permitted without advance written notice for approvals from the Contracting Officer. Substituted personnel must possess equivalent or better skill qualifications to perform these tasks.

11.1 Key Personnel

The Contractor shall propose key personnel by name. The Government shall have five (5) working days, when practicable, to accept or reject the resumes. In addition to resume approval, all key personnel shall have security clearances.

The Contractor shall make no key personnel substitution or additions unless necessitated by compelling reasons including, but not limited to, an individual's illness, death, termination of employment, declining an offer of employment (for those individuals proposed as contingent hires), or maternity leave. In such event, the Contractor shall promptly provide the information required below to the Contracting Officer or COTR for approval prior to substitution or addition of key personnel.

The qualification of proposed substitute key personnel must meet or exceed the qualification of personnel whom they are proposed to replace. To request key personnel changes, the Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions or additions, complete resumes of the proposed personnel, and any other relevant information requested by the Contracting Officer or COTR.

11.2 Program Manager

Within 30 days of the date of award of the BPA, the Contractor shall appoint a Program Manager (PM) to oversee the production of all work and who will be the Contractor's authorized representative for technical and administrative production of all service required under the GSA Schedule BPA. The PM is considered a Key Person and the central point -of-contact with the Contracting Officer, and the COTR.

This PM shall be the primary liaison with BCIS representatives through which all Contractor/Government communication; Call(s), technical directives, and reports shall be managed. The PM shall receive and execute, on behalf of the Contractor, such technical direction as the Contracting Officer or s/he designated representative (COTR) may issue within the terms and conditions of the BPA Calls.

All administrative support of contract personnel, and all interface and interaction with sub-Contractors, Contractors, and suppliers used by the Contractor in production of these BPA Calls, shall be the responsibility of Contractor.

11.3 Site Project Manager

Within 30 days from the date of award of the BPA, the Contractor shall appoint a Site Project Manager at each ICPS site to perform the duties of management oversight. These duties include providing senior technical expertise for assigned project(s); and providing input and/or establishes costs; determine resources requirements for the production facility assigned. Additionally, s/he be responsible for the administration, contractual and financial aspects of facility's task efforts; enforce work standards; an assign schedules, reviews work discrepancies, communicates policies, purpose/goals of the organization to subordinates and manage performance.

12.0 CONSUMABLE CORRECTIVE ACTION PROCEDURES

When a problem is identified with a consumable product, the Contractor representative shall test the consumable and complete a corrective action form. The Government will provide to the Contractor; corrective action form, instructions on what information that is required to be placed on the form and other information regarding the corrective active process.

The Contractor shall send the form and a sample of the problem consumable to Corbin, KY, if generated by the Vermont or Nebraska Service center, to be validated. Once validated, an electronic copy of the corrective action form will be sent to the BCIS COTR and the consumable Contractor. A sample of the consumable will also be sent to the appropriate Contractor for review and/or testing. The Contractor shall acknowledge receipt of the sample by signing and returning the G-504, Report of Property Shipping/Received to Corbin, KY with two days.

The Contractor shall provide inspection of the ICPS consumable stocks. The Contractor shall reject stocks that do not meet applicable quality standards. The Contractor shall research and recommend other arrangements to obtain ICPS consumable inventories within one year from the date of this BPA and/or option. The Contractor shall be responsible for the management of the ICPS consumable inventory stocks and be liable under the liquidated damage provisions of the contract.

13.0 LIQUIDATED DAMAGES

13.1 Card Production

The concept of liquidated damages related to card production is contained in the incentive provisions of the GPL for all card production sites operated by the Contractor. Liquidated damages are not punitive.

13.2 Maintenance Services

The following liquidated damages apply when ICPS and /or EAD personalization equipment is not maintained sufficiently to produce GPL and cards are not produced within the timeframe specified in the statement of work. Liquidated damages for maintenance apply only until the Contractor begins operations of the card production equipment at the other three sites.

The Contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without the fault or negligence of the Contractor as defined in the Default-Fixed-Price Supply and Services clause in this contract. The Government desire to minimize the amount of waste of card consumables. Liquidated damages will be assessed using the following approach.

Deduction Table

SITUATION	DEDUCTION
If the system is non-operational	\$5,000 per day
If the system is operational, but not fully functioning	\$2,500 per day for seven calendar days. If, after seven days, the system remains not fully functional, the liquidated damages become \$5,000 per day
If liquidated damages are applied for a recurrent problem as defined in the SOW	\$7,500 per day on an hourly basis

14.0 WORK AT RISK PROHIBITED

The Contractor shall not place any individual, team member or subcontractor at risk in the production of work pursuant to a task award in connection with the resulting BPA. The Contractor shall immediately notify the Contracting Officer of any and all changes to established teaming arrangements and subcontracting under this contract or its task orders which causes or could be expected to cause a working at risk situation.

15.0 Technical Direction

The BCIS has one (1) national COTR and one (1) on-site COTR at each ICPS production location for the management of this BPA and its subsequent orders. The national COTR will be located in Washington, DC or some other designated central location. The national COTR will be the primary COTR interfacing with the contracting officer and program manager on a daily basis. Non site-specific operational issues will be addressed and resolved by this COTR. An on-site COTR will be established to address and resolve operational issues for that particular site. The site specific on-site COTR receives his/her authority from and reports to the national COTR in regards to contract management issues.

16.0 SECURITY REQUIREMENTS

GENERAL

BCIS has determined that performance of this contract requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), requires access to sensitive BCIS information, and that the Contractor will adhere to the following.

16.1.2 Suitability Determination

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

Contract employees assigned to the contract not needing access to sensitive BCIS information or recurring access to BCIS facilities will not be subject to security suitability screening.

16.1.3 Background Investigations

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

- Standard Form 85P, "Questionnaire for Public Trust Positions"
- FD Form 258, "Fingerprint Card" (2 copies)
- Foreign National Relatives or Associates Statement
- Form DOJ-555, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"

BCIS will provide required forms at the time of award of the contract. The Security Office will accept only complete packages. Specific instructions on submission of packages will be provided upon award of the contract. There are no costs to the Contractor for forms or evaluation of submitted packages.

Be advised that unless an applicant requiring access to sensitive information has resided in the U.S. for three of the past five years, the Government may not be able to complete a satisfactory background investigation. In such cases, BCIS retains the right to deem an applicant as ineligible due to insufficient background information.

The Department of Justice (DOJ), in accordance with DOJ Order 2640.2D dated July 12, 2001, does not permit the use of Non-U.S. citizens, including Lawful Permanent

Residents (LPRs), in the performance of this contract for any position that involves access to or development of any DOJ IT system. BCIS will consider only U.S. Citizens and LPRs for employment on this contract. BCIS 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 DOJ 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.

16.1.4 Continued Eligibility

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

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

BCIS 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 DOJ standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom BCIS determines to present a risk of compromising sensitive Government information to which he or she would have access under this contract.

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

The Security Office must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired BCIS 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.

16.1.5 Employment Eligibility

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

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens will not be employed by the Contractor, or with this contract. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

16.1.6 Security Management

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

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

17.0 INFORMATION TECHNOLOGY SECURITY CLEARANCE

When sensitive government information is processed on INS telecommunications and automated information systems, the Contractor agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in DOJ Order 2640.2D, *Information Technology Security*.

17.01 Information Technology Security Training and Oversight

All contractor employees using automated systems or processing BCIS sensitive data will be required to receive Security Awareness Training as outlined in the Computer Security Act of 1987. This training will be provided by the BCIS C&TS Program Office. All personnel who access BCIS information systems will be continually evaluated while performing these duties. Supervisors should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures should be reported to the local Security Office or CSSO.

17.02 Facility Access, System and Room Access

- A "two-person" rule shall be implemented at all times, i.e., at least two authorized personnel must be in the ICPS room during operation. At no time should any one individual be in the room alone;
- A no-visitor rule shall be implemented. Operators should allow no visitors into the room, unless expressly authorized by a supervisor. On these occasions, the

visitor should be escorted at all times. All visits should be logged in the Visitors Log;

- Access to the room shall be limited, via cipher lock or compatible devices, to operators and shift supervisors. Only operators should have the cipher lock code. Under no circumstances should the operators share the code for room access with anyone. The code should also be changed periodically;
- Access to the Central Manufacturing Executive (CME) system shall be limited. User ID(s) and password(s), which will be used by all operators, should be changed periodically. The Contractor shall change the user ID(s) and password(s) as per instructions contained in Information Technology Security, DOJ Order 2540.2d. No remote access should be allowed unless authorized by the INS;
- Operator and supervisor responsibilities be rotated randomly, including changing the combination of individuals working together. This minimizes the opportunities for abuse of responsibility;
- The Contractor is responsible for cleaning the ICPS Staging Room and the ICPS Room;
- Document stock and hologram ribbons shall be removed from the system and logged into the safe each night.

18.0 ICPS INVENTORY CONTROL

The following procedures shall be utilized when managing inventory:

- All consumables must be locked in a safe within the ICPS room or designated area. The safe should never be left open or unlocked;
- Access to the safe shall be controlled via the "two-person" rule;
- Only one person shall have access (the code) to the ICPS room only, e.g., an operator;
- Ensure that at least two people with the safe code are available during each shift;
- An Inventory Control Log shall be maintained;
- Both individuals shall sign out all inventories;
- New inventory or inventory that is returned to the safe, e.g., at the end of the day, will be logged and co-signed;
- Operators shall count and sign over consumables (in the Daily Operations Log) on the floor at each shift change;

- Used or rejected consumables, e.g., rejected documents and used printer ribbons, shall be logged in by serial number and secured in the safe;
- A weekly physical inventory shall be conducted to ensure that the logs are correct;
- A separate BCIS official or designated individual (other than ICPS operations) shall witness document and ribbon destruction;
- Documents shall be counted and logged in an inventory control log;
- Finished envelopes are counted by two individuals before turning them over to the mailroom. This process must comply with the production locations mail policies and procedures.

19.0 ALTERNATE MANAGEMENT OF GPL FOR TASKS 1, 2 AND 3

The GPL established in paragraph 4.3.1 is for 23,000 mailable cards per week per ICPS machine. The Contractor may opt 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 documents per week, and each machine is maintained sufficiently so that it is capable of producing the per machine weekly GPL rate of 23,000 mailable documents.

While the Contractor essentially provides services in support of the BCIS, the products of these services are the essence of successful contract production. As such, strict production measures incentives and disincentives will be used to assess and stimulate Contractor production.

20.0 GOVERNMENT-FURNISHED PROPERTY

The Contractor shall be responsible and accountable for all Government property under this BPA and shall comply with Federal Acquisition Regulation (FAR) Subpart 45.5, as in effect on the date of this BPA. The Government will provide the ICPS machines for optical document production and Toppan travel document production equipment in "as-is" condition, which has the capability to meet the minimum document production level.

In addition, the Contractor shall be provided the necessary workspace, communication connectivity (phone and modem connection), personal computer workstation to access BCIS systems as appropriate, facility, utilities, security, workbench tools and test equipment, document consumables, and production consumables for optical document production, during the 90-day transition period.

The Government reserves the right to decrease equipment or increase as needed to incorporate expanded BCIS mission requirements. The Government reserves the right to upgrade or replace equipment during the period of production. The Government will provide limited office space, office automation and routine administrative supplies.

types of documents and provide the data to ICPS machines. This capability is essential to the accomplishment of the ICPS mission.

Network administration will include adding and removing users; assigning access rights to network resources; making application and peripheral resources available to users; providing periodic network backup; and monitoring network capacity and resource usage in order to plan and carry out any necessary expansions. This includes the preparation of a Network Administration Plan that includes provisions for life cycle maintenance, daily maintenance, backups, disaster recovery plan (DRP), software license maintenance, and inventory and equipment maintenance.

4.47.1 SOW Deliverables for Task 7

The Contractor shall provide the following:

- Network Administration Plan, 30 days after contract award.
- Email, network files, office automation operating systems and building software, network word processing, spreadsheet and other software for the administration and operations networks;
- Maintenance and support for CPS-02,03,& 04 image servers, print server, and juke box (if any) for the LAN and related network devices;
- Interface between the server and the ICPS, ensuring data availability for down load of document production requests to the ICPS Central Manufacturing Executive (CME) and forwarding of results data from the ICPS CME to the source sites;
- Maintenance and support for LAN/WAN data transmissions (data coming into and going out of CPF) to ensure communications are completed successfully;
- General LAN support services to ensure users have access to LAN including taking corrective action as necessary for reported software/ hardware problems and monitor LAN/WAN router managed from HQ and report problems.
- Maintenance and support of the hardware for all workstations and laptops in the Corbin facility for the production period of this order and the remainder of the ICPS BPA;
- Maintain problem-reporting database of system, network, and user-related problems reported to the Program Manager;
- Installation support of common applications or network communications software on user workstations. The updating of user documentation when technical or operating changes are made to the network, all network fault isolation and resolution of network problems on operating systems. Monitor production of effectiveness reviews of network workstation and software effectiveness and network and component utilization;

20.1 Validation for Government-Furnished Property (GFP)

The following procedures apply to the validation of GFE:

- Validation shall consist of the Contractor checking for physical and logical completeness and accuracy. Physical completeness and accuracy shall be determined when all materials defined as Government furnished minimums are provided. Logical completeness and accuracy shall be determined when all materials defined as minimums and associated with a program, system or work packages are provided.
- Error(s)/discrepancy(s) found in the inventory of the GFP shall be reported in writing within three (3) workdays to the COTR. Any correction(s) to be taken by the Government on these errors/discrepancies will be determined by the Contracting Officer.

21.0 GOVERNMENT-FURNISHED MATERIALS (GFM)

The Contractor shall protect from unauthorized disclosure any materials or information made available by the Government, or that the Contractor has access to by virtue of the provisions of this contract, that are not intended for public disclosure. The materials and information made available to the Contractor by the Government, or that the Contractor comes into contact with in completing this contract, are the exclusive property of the Government.

Any information or materials developed by the Contractor in production of this BPA are also the exclusive property of the Government. Upon completion or termination of this BPA, the Contractor shall turn over to the Government all materials (copies included) that were furnished to the Contractor by the Government to include all materials that were developed by the Contractor in the production of this BPA.

Services provided under this BPA include operations, maintenance, and Just-In-Time inventory management for the production for secure identification documents. All Government-Furnished Materials (GFM) are provided to the Contractor in the production of these services except for consumables associated with the production of non-optical documents.

21.1 Data and Property Rights

a) Government Furnished Data and Material

The Government shall retain all rights and privileges, including those of patent and copy, on all Government furnished data. The Contractor shall neither retain nor reproduce for private or commercial use any information or other materials furnished or made available under this BPA. The Contractor agrees not to assert any rights at common law or in equity or establish any claims to statutory copyright in such data. These rights are not

exclusive and are in addition to any other rights and remedies to which the Government is otherwise entitled elsewhere in this BPA.

(b) Contractor Produced Data and Materials

All property rights, including publication rights, in the information and material first produced by the Contractor in connection with this BPA shall vest in the Government. Information and materials shall include, but are not limited to reports, computer software applications/data bases, software documentation, plans, systems analyses, extracts, test data and procedures.

22.0 CONTRACTOR'S FURNISHED EQUIPMENT (GFE)

The Contractor shall furnish all equipment necessary for the non-optical document production and identify this equipment by make, model, and manufacture specifications in its proposal submission. The Contractor shall be responsible for performing or having performed all inspections and tests necessary to substantiate that the equipment required under this BPA conforms to requirements including any applicable technical requirements for specified manufacturers' parts.

23.0 GOVERNMENT'S RIGHT TO INSPECTION

The Government, through its authorized representative, has the right at all reasonable times, to inspect, or otherwise evaluate the work performed, or being performed, hereunder and shall notify the Contractor of unsatisfactory production. All inspections and evaluations shall be performed in such a manner as will not unduly delay the work.

It will be the responsibility of the COTR to ensure that adequate records of the inspection or evaluation are kept to support acceptance or rejection of work performed or being performed.

24.0 TECHNOLOGY REFRESHMENT

The ICPS utilizes a production process that incorporates documents production technologies, including biometrics information, to create highly secure BCIS identification documents. In light of Homeland Security concerns, INS continues to emphasize the importance of maintaining functionality, integrity, fraud resistance, production and distribution of BCIS identification documents.

Changes in technology offered by the commercial market occur at a fairly rapid pace. Therefore, it is impossible to predict what requirements BCIS may have in the future. BCIS expects the Contractor, through the term of this BPA, to be prepared to provide BCIS with equipment (hardware, software, and firmware) that is technology-current, which will improve production and increase the cost effectiveness of documents production operations. This is consistent with the objectives of this BPA to maximizing

card and document production. In the event the Contractor is no longer able to provide the products proposed (because they are no longer being manufactured, for example):

The Contractor shall offer substitute product(s), which shall have the functional capabilities of the product originally provided. These products shall meet or exceed the original products' rated production characteristics at the same appropriate price discount as the original product offered. The Contractor shall ensure that the system design is sufficiently flexible and robust to accommodate changing technology to include insertion of tasks based on new product availability.

The Contractor shall ensure that all systems and components shall facilitate future upgrades and permit incremental technology insertion to allow for the incorporation of additional or higher production capabilities with minimal impact on the existing system. The technology refresh strategy shall support long-term system application approach and be responsive to changes as identified by BCIS and new technologies as applicable.

At the minimum, the technology refreshment proposal shall include:

- List price page(s);
- A description of the proposed technology;
- Product identification number;
- Model number;
- Contractor description;
- Product class code;
- Number of months and details of extended warranty;
- GSA/commercial catalog unit price;
- Delivery period;
- CLIN that is being refreshed, if applicable.

The Contractor shall inform BCIS in writing once per quarter, or as directed, of new product(s) formally announced in the commercial marketplace by the Contractor. This written report must include the date(s) these product(s) were proposed to GSA and an anticipated date of inclusion into the BPA. Additionally, the Technology Refreshment Proposals must satisfy the following criteria for substitution(s):

- Product(s) proposed shall meet or exceed functional, technical, and security requirements associated with the product(s) to be replaced;
- Product(s) proposed shall meet or exceed test and operational capabilities demonstrated requirements under the BPA;
- Price/production ratio of the proposed product(s) shall be better than the ratio for products to be replaced.

BCIS may reserve the right to waive any provision, if it is deemed in the interest of the Government. BCIS reserves the unilateral right to accept any or all product addition(s)

and/or substitution(s) offered in Technology Refreshment Proposal(s) made by the Contractor by modification of the BPA.

25.0 PERIOD OF PERFORMANCE

The period of performance for each Call(s) shall be specified in each call/order awarded. This BPA expires at the end of the current offeror's GSA Schedule contract period or each subsequent contract period for which GSA extends the GSA Schedule contract.

26.0 PLACE OF PERFORMANCE

ICPS Performance Locations

Service Center	Address
Corbin Production Facility (CPF)	203 Allison Boulevard Corbin, KY 40701
Nebraska Service Center (NSC)	850 S Street Lincoln, NE 68501
Vermont Service Center (VSC)	75 Lower Weldon Street St. Albans, VT 05479
Headquarters Immigration and Naturalization Service	TBD

26.1 Additional Place(s) of Performances and Equipment Location(s)

The Government reserves the right to change the place(s) of performance/and provide additional equipment and/or relocate equipment at other facilities to new or different performance locations based on the mission requirements of the Government. These BPA Call(s) would be negotiated will result in a bi-lateral agreement between the Government and the contractor.

27.0 GOVERNMENT POINTS-OF -CONTACT

27.1 Contracting Officers:

Mr. John A. Russo, Jr
Bureau of Immigration and Customs Enforcement
425 I Street, NW
Washington, D.C., 20536

Mr. Joseph Spencer
Bureau of Immigration and Customs Enforcement
425 I Street, NW
Washington, D.C. 20536

27.2 COTR:

Mr. Sandor Drosick
Bureau of Citizenship and Immigration Services
425 I Street, NW
ICPS Branch, 20 Mass
Washington, D.C., 20536

27.2 On-Site COTRs:

Mr. Robert E. Alsup, Jr.
Corbin Production Facility
203 Allison Boulevard
Corbin, KY 40701

Mr. William Gerdes
Nebraska Service Center
850 S Street
Lincoln, NE 68501

Ms. Susan S. Larivee
75 Lower Weldon Street
St. Albans, VT 05479

**Inventory And Description Sheet For ICPS Spare Parts
Attachment A**

Ref No.:	Description:	Part No.:	Spare CKY	Spare NSC	Spare VSC
COMB-1	POWER SUPPLY	SPS25UR-205	1	1	1
COMB-2	STEPPER MOTOR SLO-SYN CONT (CHASIS, CABLE CONNECTOR (2)	MO62-LE09E MX2000-81 KIT	1	1	1
COMB-3	I/O BOARD DUAL AXIS	4 PIECE	1	1	1
COMB-4	FIVE NUB BELT	NA	3	1	2
COMB-5	MD4 MOTOR CONT	SS2000MD4-M	1	2	1
VIS-1	28MM CAMERA LENS	719724	1	1	1
VIS-2	LENS ADAPTER	NIF-C-ADAPTER	1	1	1
VIS-3	2D BARCODE SCANNER PIECES	PKG-6804-001	1	1	1
	1) CAMERA POWER SUP	TM-1001	2	0	1
	2) CAMERA CABLE	30DG-02			
VIS-4			0	1	0
VIS-5	I/O BOARD	PC-OPD10-16	1	1	1
VIS-6	HARD DRIVE 2.1 GB IDE	ST32120A	1	2	1
VIS-7	TRACK CONTROLLER	502-03606-00	1	1	1
VIS-8	TRACK CONTROLLER NEW	401-34059-00	1	1	1
VIS-9	TRACK CONTROLLER NEW	401-34056-00	1	1	1
VIS-10	TRACK CONTROLLER NEW	401-34050-70	1	1	1
VIS-14	SPIDER GEAR	ASA27M006	0	1	2
VIS-15	SPARE LITHIUM BATTERY	401-34066-00	1	0	2
VIS-16	VIS ARM	N/A	1	0	1
SANDIA 7R PRINTER - RETROFIT OLD PARTS					
PR-1	PC MOTHERBOARD 16MB ZAPPA	ZAPPA	4	3	2
PR-1	PC MOTHER BOARD 16MB PCI	PCI	3	3	0
PR-12	ENCODER, NRN, HICO, 3TR	S.235.0041.0.40	3	1	2
PR-13	PCBA, 68705 BOARD W/LONG FEEDER FIRMWARE	S.262.0318.W.A0	3	1	2
PR-14	PCBA, 68705 ROTATOR BOARD	S.262.0318.W.A0	3	1	4

- Configuration management of hardware, software, and telecommunications equipment, as well as ensuring that updates are compliant. Perform system integration, design and conduct unit and integration test procedures when new hardware or software is introduced into the network.
- The Contractor shall provide all office automation LAN /WAN day-to-day computer room operations at CPF, including, but not necessarily limited to:
- Initialization, start-up, and shutdown of network;
- Monitoring the systems consoles, remote queues, workstations, queuing jobs, printers, and all virtual devices. Perform inventory/management functions for ADP and related supplies;
- Verification of job streams for proper job execution and observe all standard operating instructions for security;
- Troubleshooting computer and telecommunications systems including remote job entry, local area networks, and asynchronous communications, initiating corrective action with departmental computer center and Contractor customer engineers when necessary;
- Establishing contracts with equipment manufacturers and service organizations to develop coordinate and maintain proper preventive maintenance schedules and for the production of service on malfunctioning of failed equipment. In the event of equipment failures during the scheduled shift, the Contractor is responsible for all activities to initiate and coordinate actions with customer service representatives and remain on site until the problem is resolved. The Contractor shall immediately notify the COTR of any equipment failure;
- LAN administration including, but not limited to all aspects of system security password issuance, maintenance of licenses, system upgrades, virus protection, assigning user rights, and LAN management reports for all users;
- Provide web design and implementation support, by providing program information and design suggestions to the Government web development group in order to keep the INS web site updated with timely and relevant ICPS information.

4.4.8 Task 8 - Maintenance Support Agreements of BCIS owned ICPS Machines & Toppan Digital Passport printers operated by the Contractor

The Contractor shall maintain the ICPS machines and the Toppan Digital Passport printers that it operates. The Contractor is responsible for obtaining all service agreements and licenses with components manufacturers and developers as necessary to fulfill maintenance requirements.

Satisfactory maintenance shall be reflected in each ICPS machine and Toppan Digital Passport printers being capable of document production to the level of at least 240 cards per hour for the ICPS machines and 25 documents per hour for each Toppan Digital Passport Printers. This includes the printer module interface for the Toppan Digital printers. The Contractor shall maintain a maintenance record for each machine. The Contractor shall provide copies of all service agreements to BCIS.

4.4.8.1 SOW Deliverables for Task 8

The Contractor shall maintain the equipment located at the ICPS production locations. In addition to its own maintenance staff, the Contractor may enter into service agreements with ICPS component manufacturers, integrators, or developers as necessary to meet the satisfactory maintenance standard. This includes maintaining accurate maintenance record for each ICPS machine, detailing service, replacement parts, preventive and corrective maintenance performed on any of the components of the ICPS machine.

When components containing model number and/or serial number are replaced in the ICPS machine, the maintenance record entry shall contain the appropriate identifying number. If these maintenance service agreements expire during this contract period the Contractor shall replace those that have expired. All maintenance service agreements shall be made available and a copy provided to the COTR headquarters. The Government will reimburse the Contractor for the costs of all maintenance service agreements as an Other Direct Cost.

4.4.9 Task 9 - Management Plans

The Contractor shall produce the following management plans for the Government's review and approval. The Contractor shall adhere to the approved plans throughout the period of production. If actual conditions change and the approved plans are no longer applicable, the Contractor shall submit updates to the plan(s). Any plans that have been rejected by the Government or those requiring changes will be re-submitted to the COTR within 5 business days.

4.4.9.1 SOW Deliverables for Task 9

4.4.9.1.1 Project Management Plan

The Contractor shall provide a Project Management Plan (PMP) that describes the Contractor understanding of the BPA call(s) requirement and explains how the Contractor shall manage the effort to meet all requirements of the SOW. It will explain how the Contractor's corporate-level management will respond to and correct any problems, complaints, and/or conflicts regarding its team's production of the contract. The plan will describe any systems the Contractor has in place to manage and/or control orders, costs, inventory, dispatching of labor, billing, and payment. The PMP will also

entify any and all sub-contractors and specify their relationship towards accomplishing
e GPL.

4.9.1.2 Quality Control (QC) Plan

ie Contractor shall provide a Quality Control Plan based on the BPA call(s)
quirements. Quality control is the monitoring and oversight performed by the
ntractor to ensure that work is accomplished in accordance with the terms of the
ntract. The Contractor shall ensure that all services are provided in accordance with
e terms of this contract. The QC plan, and procedures are deemed acceptable to the
overnment when production requirements are consistently met or exceeded.

ie Government may withdraw acceptance of all or any part of the QC program, plan,
d procedures when one or more production requirements are not consistently met or
ceeded. The Contractor shall not use a QC program, plan, and/or procedure
acceptable to the Government.

ie Contractor shall bear the increased costs of Government quality assurance
rveillance) efforts to ensure that production requirements are met. Records of
pections shall be kept and made available to the Government during the term of all
lls. Quality control is the monitoring and oversight performed by the Contractor to
sure that work is accomplished in accordance with the terms of the BPA.

4.9.1.3 Maintenance Plan

ie Contractor shall provide an equipment maintenance plan describing approaches,
ecifying the type and quantity of maintenance personnel necessary to successfully
plement the provision of this BPA and a description of any maintenance service
reements that will be employed.

4.9.1.4 Inventory Management Plan

ie Contractor shall provide an Inventory Management Plan on how to provide for
ventory integrity and security. This plan shall identify the procedures for balancing,
onciling consumable inventories and usage at the end of each shift of all Government-
ned consumables, as well as any sensitive Contractor- owned consumables. The
ntractor shall be responsible for inventory accountability of all consumables and
ished products for production operations that it manages.

ie Inventory Management Plan will also address the procedures the Contractor
oposes to use to verify the accuracy (quantity and correctness) of consumables received
the production facilities. Additionally, this plan will include a detailed production
ocess methodology for identifying production consumable usage and waste. The
ntractor shall integrate Contractor-owned consumables used on the document
ersonalization system into the weekly summary of consumable usage and inventory.
ventory reports must be available to appropriate INS personnel at all times.

4.4.9.1.5 Transition Plan

The Contractor shall develop a transition plan to cover the crossover period for turn over of all ICPS site operations from the incumbent Contractor. This Transition Plan should discuss the transition of people, if any, as well as Government-furnished equipment, property, utilities, building keys, inventory of supplies, disposal of equipment, full equipment inventory, maintenance records, hardware, systems, and software from the incumbent Contractor that will be necessary to maintain current operating procedures.

The Transition Plan must clearly delineate who is responsible for carrying out the listed actions. The Contractor may propose up to a 90-calendar day transition period, during which the Contractor shall recruit, hire, complete security clearance processes, and train the personnel who will work under this Statement of Work. This Transition Plan will be effective on the last day of the current contract. However, actual transition doesn't take place until the Contracting Officer or the COTR has received final clearances of this plan. Should any dispute arise between the incoming Contractor and the incumbent the parties shall submit their disputes to the Contracting Officer of the COTR.

4.4.9.1.6 Training Plan

The Contractor shall provide a training plan describing how to provide and maintain staff capable of meeting all production and quality standards of this BPA. The Contractor shall execute the training plan on a schedule to provide adequately trained staff capable of meeting all operation production, maintenance and quality standards within 30 days of commencing production on the first BPA call.

The plan shall outline training requirements for all labor categories to ensure the BCIS production requirements are met and maintained. The plan shall show how work will be reviewed and evaluated during the first 30 days to determine if the work meets established quality standards stated in the BPA call.

4.4.9.1.7 Personnel and Staffing Plan

The Contractor shall provide an updated plan describing procedures to obtain and maintain a workforce capable of performing the work required under this BPA. The plan will address employee recruitment, clearance processing, retention, training, and employee qualification issues. The plan will address any existing or proposed employee compensation incentives related to employee or Contractor production under the ICPS BPA.

4.4.9.1.8 Schedule of Deliverables for Task 9**Management Plans**

Deliverable Name	Due Date
Project Management Plan	30 days after BPA award
Quality Control Plan	30 days after BPA award
Maintenance Plan	30 days after BPA award
Inventory Management Plan	30 days after BPA award
Transition Plan	20 days after BPA award
Training Plan	30 days after BPA award
Personnel and Staffing Plan	15 days after BPA award

5.0 START-UP PERIOD

Contractor may propose up to a 60-calendar day start-up period, beginning at the end of the transition period and during which production may fall below the established GPL as Contractor personnel begin their operation and maintenance of the ICPS.

During the first 30 days of the start-up period the Contractor shall provide the following:

- Produce 50% of the established GPL for that period during the second 30-days of the start-up period;
- Produce 90% of the established GPL for that period beginning with the first week after the end of the start-up period;
- Be responsible for meeting the INS established GPL beginning the second week after the end of the start-up period.

MODIFICATIONS TO GOVERNMENT-OWNED HARDWARE AND SOFTWARE

The ICPS and Toppan Digital Passport Printers are the property of the Government and the Contractor shall not make modifications to the hardware or the software of the system without formal approval of the Government. Submission of an Engineering Change Proposal (ECP)/Software Change Request (SCR) is appropriate to initiate discussion of the merits of the major proposed change. This is not intended to preclude adjustments, calibrations or modifications that are consistent within the stated configurations of the ICPS and the Travel Document Production System.

7.0 MAINTENANCE

7.1 Maintenance of BCIS Owned ICPS Machines and Toppan Digital Passport Printer Operated by the Contractor

The Contractor shall be responsible for all corrective and scheduled preventative maintenance including software maintenance of ICPS machines and Toppan Digital Passport printers. To keep the ICPS in full-operational condition, the Contractor shall provide corrective emergency maintenance, which includes fault detection/fault isolation through automated diagnostic systems and troubleshooting techniques, replacement of failed components and parts and software maintenance and correction.

Corrective maintenance is defined as when the system is operating but is not fully functional in that it is not producing the normal level of cards/travel documents. Emergency maintenance is defined as when the system is not operating in that is not producing cards/travel documents.

The Contractor is responsible for obtaining all services agreements and licenses with ICPS/Toppan component manufacture and developers necessary to fulfill maintenance requirements. The Contractor shall maintain a maintenance record for each machine/printer.

7.2 Warranty Issues

The Toppan Digital Passport printers will have a 90-day manufacturer's warranty from the date of their initial installation. Part of that warranty period may be in effect when the contract resulting from this award. After expiration of the manufacturer's warranty period, the provisions of section 4.4.8 and 7.1 of the Statement of Work shall apply.

7.3 Repair Parts

The Contractor shall replenish spare and repair parts as they are used. The recommended stocking level of spare/repair parts has been developed based on several years of operational experience with the ICPS. The Contractor may increase the stock level of any spare/repair part; but may not reduce the stock level without first obtaining approval of the Government. The spare/repair parts for use on the ICPS machine shall remain the property of the Government. Any spare/repair parts for use on the ICPS machines shall be kept separate from the inventory of Contractor's spare/repair parts for the non-optical card production machine(s).

7.4 Spare and Replacement/ Parts

Maintenance will include all necessary parts, equipment, supplies, and routinely replacement limited life components, but shall exclude consumables. The Contractor shall form agreements with equipment and component manufactures in order to maintain

an adequate inventory of repairable, recyclable, replaceable and disposable spare parts as identified in Attachment A.

If replacement parts are not available in the spare parts inventory, the Contractor shall provide to the On-site COTR a written estimate of those parts needed in order to return the system to normal operating condition within a dollar threshold not to exceed \$2,500.00 per purchase without prior approval from the Contracting Officer.

After completing the maintenance call, the Contractor shall submit an invoice to the Government accompanied by the approved estimate. The Government will reimburse the Contractor for the purchase of the repair part as an Other Direct Cost (ODC) except, if BCIS makes a determination that the breakage was due to operator negligence or willful acts. The Government may consider recommendations to add repair parts to the stockpile list; however, a decision not to modify the list will not release the Contractor from the GPL.

The Contractor is responsible for the cost of replacement parts and cost of insurance due to operator negligence or Contractor willful acts. The contractor shall guarantee that replacement parts for equipment (excluding GFE) in this BPA will be available for at least 1 year from the effective date of this BPA.

8.0 OTHER SECURE TYPE IDENTIFICATION DOCUMENTS

The Government reserves the right to identify and have produced other types of secure identification documents/cards.

9.0 PROJECT PLAN BRIEFING

Within 20 calendar days following BPA award, the Contractor shall meet with the Government to provide a briefing with an update on the Contractor's approach to managing the contract, the Contractor's plan and progress for staffing the production facility and all point-of-contact information.

10.0 OTHER DIRECT COSTS

All Other Direct Costs (ODCs) will be in accordance with the Contractor's GSA Schedule. The Contractor will be reimbursed for other direct costs associated with the production of the cards/documents as per the BPA call(s) awarded against the BPA in accordance with the following guidelines:

- The Contractor is not authorized to exceed the amount allotted in the not to exceed (NTE) other direct cost (ODC) contract line item(s) of each BPA call.
- The Contracting Officer will issue all increases in the NTE amount for ODCs in writing;