

ATTACHMENTS

RFP HSSCCG-05-R-00012

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ATTACHMENT 1 – USCIS NETWORK

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Attachment 2 - Performance Measurements

	Expected Target Performance											Frequency	
	Below 90%	90.00% - 92.99%	93.00% - 94.99%	95.00% - 97.99%	98.00% - 99.99%	90.00% to 95.00%	95.01% - 96.00%	96.01% - 97.00%	97.01% - 98.00%	98.01% - 99.00%	99.01% and above		
Call Monitoring (CSR's soft skills) Results from Third Party monitoring						90.00% to 95.00%	95.01% - 96.00%	96.01% - 97.00%	97.01% - 98.00%	98.01% - 99.00%	99.01% and above	Weekly	
Accuracy of Information Provided Results from USCIS (or third party) Mystery Shopper Program			90.00% - 93.99%	94.00% - 96.99%	97.00% - 99.99%	95.00% to 97.00%	97.01% - 98.00%	98.01% - 99.00%	99.01% and above			Weekly	
Accuracy of Capturing Information Results from Electronic Self-Monitor Form (validated with sample of referrals, forms ordered and return mail from large, medium, and small offices)			90.00% - 93.99%	94.00% - 96.99%	97.00% - 99.99%	95.00% to 97.00%	97.01% - 98.00%	98.01% - 99.00%	99.01% and above			Weekly	
Customer Satisfaction (based upon questions 12, 13 & 14 in AII, 8) Results from USCIS (or third party) Customer Satisfaction Survey	90.00% - 93.99%	94.00% - 96.99%	97.00% - 99.99%	90.00% - 93.99%	94.00% - 96.99%	97.00% - 99.99%	80.00% to 85.00% somewhat agree, mostly agree or strongly agree	85.01% - 86.99%	87.00% - 92.99%	93.00% - 95.99%	96.00% - 97.99%	98.00% - 100%	Quarterly
Average Speed of Answer, Results from WorldCom Report from Calls Answered Spectrum			76 seconds or greater	66 - 75 seconds	61 - 65 seconds	55 - 60 seconds	50 - 54 seconds	45-49 seconds	less than 44 seconds			Weekly	
Abandoned Calls Total, Results from WorldCom Report from Calls abandoned and CMS reports					> 1.99%	2.00%		< 1.00%				Weekly	

Attachment 3 - Performance Assessment Plan

This section describes the evaluation criteria and measures that will be used to assess the ongoing performance of the Contractor, hereafter referred to as the "Performance Assessment Plan." This Performance Assessment Plan, as depicted in Tables (refers to table with incentive and disincentive scores), prescribes how performance results will be assessed to determine the amount of incentive awards and/or deductions to be applied to Contractor's quarterly invoice amount.

The Performance Assessment Plan is based on performance ranges called performance bands. Each metric has an optimal target band. Performance within the target band shall result in no incentive or deduction being applied for that metric. Performance in bands above or below the target band will result in an incentive or deduction being assessed against the Contractor's quarterly invoice amount.

The maximum amount of incentive/deduction to be applied each quarter will be 10% the quarterly invoice amount. The first Performance Assessment will be conducted no later than 3 months after contract transition. Subsequent Performance Assessments will be conducted quarterly thereafter.

Conducting Performance Assessments

Performance assessments will be conducted on the consecutive 3-month period immediately prior to the assessment to determine the amount of the Incentive Award or Deduction. The average 3 month performance assessment score, expressed as the Performance Index, will be used to determine the amount of the Incentive Award or Deduction.

A. Calculating Performance Incentive Award

To be eligible for incentive award, the average monthly performance measurement for each of the performance indicators must meet or exceed the target performance band for the consecutive 3-month period immediately prior to the assessment.

To determine the Incentive Award Score for the performance assessment period, obtain the average performance measurement for each performance indicator. For performance indicators that are measured weekly, obtain the average monthly performance measurement and use the average as the performance measurement for the month. For performance indicators that are measured quarterly, the resultant performance measurement shall be used as the average performance measurement for the assessment period. Performance within the target band shall result in no incentive or deduction being applied for that metric (Incentive Award Score = 0). The amount of the incentive to be awarded shall be based on the formula contained in Table 1.

Table 1 – Incentive Award Score Calculation (Example)

Performance Indicators	Performance Measurement Month 1=(M1)	Performance Measurement Month 2=(M2)	Performance Measurement Month 3=(M3)	Average Performance Measurement (M1+M2+M3)/3	Incentive Award Score
1 Call Monitoring	93	97	99	96.34	6.00
2 Accuracy of Info Prov	96	98	99	97.34	5.00
3 Accuracy of Info Capt	96	98	99	97.34	5.00
4 Customer Satisfaction	90	90	92	90.67	6.00
5 Average Speed of Ans	25	30	35	30	20.00
6 Abandoned Calls	1.00	0.75	0.80	.85	20.00
Total Incentive Award (SUM)					62
Maximum Achievable Incentive Award					100
P = Performance Index (%)					62/100=.62

B. Total Quarterly Invoice Amount	\$5,000,000.00
Performance Pool (10%)	\$500,000.00
Performance Incentive Percentage	62.00%
Total Quarterly Incentive	\$310,000

C. Calculating Performance Deduction

USCIS will assess appropriate deduction on Contractor payment for underperformance on one or more performance indicators recorded during the performance assessment period.

To determine the Deduction Score for the performance assessment period, obtain the average performance measurement for each performance indicator. For performance indicators that are measured weekly, obtain the average monthly performance measurement and use the average as the performance measurement for the month. For performance indicators that are measured quarterly, the resultant performance measurement shall be used as the average performance measurement for the assessment period. Performance within or exceeding the target band shall result in no deduction being applied for that metric (Deduction Score = 0). The amount of the deduction to be assessed shall be based on the formula contained in Table 2.

Table 2 – Deduction Score Calculation (Example)

Performance Indicators	Performance Measurement Month 1=(M1)	Performance Measurement Month 2=(M2)	Performance Measurement Month 3=(M3)	Average Performance Measurement (M1+M2+M3)/3	Deduction Score
1 Call Monitoring	82	85	90	85.67	-10.00
2 Accuracy of Info Prov	82	85	90	85.67	-10.00
3 Accuracy of Info Capt	83	89	90	87.34	-10.00
4 Customer Satisfaction	78	76	79	77.67	-3.00
5 Average Speed of Ans	30	78	89	65.67	-10.00
6 Abandoned Calls	6.0	10.0	7.0	7.67	-20.00
Total Deduction Score					-63
Maximum Achievable Deduction Score					-100
P = Performance Index (%)					-63/ 100=0.63

D. Total Quarterly Invoice Amount	\$5,000,000.00
Performance Pool (10%)	\$500,000.00
Performance Deduction Percentage	63.00%
Total Quarterly Disincentive	\$315,000.00

ATTACHMENT 4 - ACRONYMS

Acronym	Meaning
ACD	Automatic Call Distributor
ANI	Automatic Number Identification
CMS	Call Management System
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
CRM	Customer Relationship Management
CSR	Customer Service Representative
CSU	Channel Service Units
CTI	Computer Telephony Integration
DHS	Department of Homeland Security
DNIS	Dialed Number Identification Service
EBISS	Employee, Business, Investment, & Student Services
FAQ	Frequently Asked Questions
GPO	Government Printing Office
IIO	Immigration Information Officer
IINS	Immigration and Naturalization Service
ISD	Immigration Services Division
ISDN	Integrated Services Digital Network
IT	Information Technology
IVR	Interactive Voice Response
LEC	Local exchange carrier
NCSC	National Customer Service Center
OSHA	Occupational Safety and Health Act
PC	Personal Computer
PM	Program Manager
PRI	Primary Rate Interface
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QAP	Quality Assurance Plan
QAS	Quality Assurance System
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
SOP	Standard Operating Procedure
TDD	Telecommunications Device for the Deaf
UPS	Uninterruptible Power Supply
USCIS	United States Citizenship and Immigration Services

Attachment 5 - Survey

USCIS Customer Satisfaction Survey Results for
January 2005 Callers

12B. How would you rate the customer service representative on the following characteristics? *The representative seemed to fully understand my questions.*

12C. How would you rate the customer service representative on the following characteristics? *The representative was polite.*

12D. How would you rate the customer service representative on the following characteristics? *The representative did not rush me.*

12E. How would you rate the customer service representative on the following characteristics? *The representative answered my questions promptly.*

Attachment 6 – MATRIX OF DELIVERABLES

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**Attachment 6
NCSC Contract Deliverables**

No.	Description	PWS Reference	# of Copies*	POC for Deliverable	Time of Delivery**
1	SOPs	B.3.1	5	CO and COTR	90 DA
2	Security Training and Awareness	B.7	5	CO and COTR	30 DI/Annually
3	Surge Management Plan	B.8	5	CO and COTR	90 DA/Annually
4	Training and Development Plan	B.8.1	5	CO and COTR	30 DA/Annually
5	Comprehensive Customer Service Rep Plan	B.8.3	5	CO and COTR	60 DA
6	Privacy Procedures	B.13	5	CO and COTR	90 DA/Annually
7	Telecommunications System Design and Mgmt Plan	B.15	5	CO and COTR	60 DA/Annually
8	System Support Staffing Plan	B.17	5	CO and COTR	60 DA
9	Program Management Plan	B.18.1	5	CO and COTR	60 DA/as req'd
10	Status Reports	B.18.1.1	5	CO and COTR	30 DI/Monthly
11	Contingency Plan/Disaster Recovery Plan	B.18.1.2	5	CO and COTR	90 DA
12	Personnel and Staffing Plan	B.18.1.3	5	CO and COTR	30 DA
13	Implementation Plan	B.18.1.4	5	CO and COTR	30 DA
14	Contract Transition Plan	B.18.1.5	5	CO and COTR	30 DA
15	Security Plan	B.18.1.6	5	CO and COTR	60 DA
16	Quality Control Plan	B.18.1.7	5	CO and COTR	60 DA

** * 1 Copy of all deliverables shall be forwarded to the Contracting Officer. Four (4) copies shall be forwarded to the COTR.
DA = Days after Award – DI = Days after Implementation

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SECTION IV
INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

- A. 52.212-1 Instructions To Offerors--Commercial Items JAN 2005
- (a) **North American Industry Classification System (NAICS) code and small business size standard.** The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.
- (b) **Submission of offers.** Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show---
- (1) The solicitation number;
 - (2) The time specified in the solicitation for receipt of offers;
 - (3) The name, address, and telephone number of the offeror;
 - (4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;
 - (5) Terms of any express warranty;
 - (6) Price and any discount terms;
 - (7) "Remit to" address, if different than mailing address;
 - (8) A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(j) for those representations and certifications that the offeror shall complete electronically);
 - (9) Acknowledgment of Solicitation Amendments;
 - (10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and
 - (11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.
- (c) **Period for acceptance of offers.** The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.
- (d) **Product samples.** When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, *these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.*

- (e) **Multiple offers.** Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.
- (f) **Late submissions, modifications, revisions, and withdrawals of offers.**
 - (1) **Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.**
 - (2) (i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and—
 - (A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or
 - (B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or
 - (C) If this solicitation is a request for proposals, it was the only proposal received.
 - (ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.
 - (3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.
 - (4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.
 - (5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be *withdrawn orally*. *If the solicitation authorized facsimile offers, offers may be withdrawn via facsimile* received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning

facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

- (g) **Contract award (not applicable to Invitation for Bids).** The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.
- (h) **Multiple awards.** The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.
- (i) **Availability of requirements documents cited in the solicitation.**
 - (1) (i) **The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to—**
GSA Federal Supply Service Specifications Section
Suite 8100
470 East L'Enfant Plaza, SW
Washington, DC 20407
Telephone (202) 619-8925
Facsimile (202) 619-8978.
 - (ii) **If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.**
 - (2) **The DoD Index of Specifications and Standards (DoDISS) and documents listed in it may be obtained from the—**
Department of Defense Single Stock Point (DoDSSP)
Building 4, Section D
700 Robbins Avenue
Philadelphia, PA 19111-5094
Telephone (215) 697-2667/2179
Facsimile (215) 697-1462.
 - (i) **Automatic distribution may be obtained on a subscription basis.**

- (ii) Order forms, pricing information, and customer support information may be obtained—
 - (A) By telephone at (215) 697-2667/2179; or
 - (B) Through the DoDSSP Internet site at <http://dodssp.daps.mil>.
- (3) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication or maintenance.
- (j) Data Universal Numbering System (DUNS) Number. (Applies to all offers exceeding \$25,000, and offers of \$25,000 or less if the solicitation requires the Contractor to be registered in the Central Contractor Registration (CCR) database.) The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS+4" followed by the DUNS or DUNS+4 number that identifies the offeror's name and address. The DUNS+4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see FAR Subpart 32.11) for the same parent concern. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one. An offeror within the United States may contact Dun and Bradstreet by calling 1-866-705-5711 or via the internet at <http://www.dnb.com>. An offeror located outside the United States must contact the local Dun and Bradstreet office for a DUNS number.
- (k) Central Contractor Registration. Unless exempted by an addendum to this solicitation, by submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the CCR database prior to award, during performance and through final payment of any contract resulting from this solicitation. If the Offeror does not become registered in the CCR database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror. Offerors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.
- (l) Debriefing. If a post-award debriefing is given to requesting offerors, the Government shall disclose the following information, if applicable:
 - (1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.
 - (2) The overall evaluated cost of price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.
 - (3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.
 - (4) A summary of the rationale for award;
 - (5) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.
 - (6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

(End of provision)

B. Addendum Two - Instructions to Offerors – Commercial Items.

1. Introduction

This Request for Proposal (RFP) seeks to obtain Call Center services for the Department of Homeland Security (DHS) Citizenship and Immigration Services (CIS) National Customer Service Center (NCSC). DHS CIS intends to acquire these services by awarding a contract to one or more Offerors.

All proposals must be received by 3:00pm (EST) on October 28, 2005. No extension of the due date is permitted. Proposals (including the signed SF-1449 and amendments as required) shall be submitted in a sealed envelope (FedEx or equivalent mail service) to the CO, Laura Zuchowski at the address below. DHS CIS requires one original (one hard copy and one electronic copy in Microsoft Office) and four (4) duplicate hard copies of the technical proposal and one original (one hard copy and one electronic copy in Microsoft Office) and two (2) duplicate hard copies of the price proposal. Submissions must show the name and address of the Offeror along with Solicitation Number. No fax submissions will be allowed except for completed Past Performance Questionnaires.

Laura B. Zuchowski
Department of Homeland Security
Office of Procurement Operations
CIS Contracting Office
70 Kimball Avenue
South Burlington, VT 05403
802-872-4102 (Phone)
802-951-6455 (Fax)

2. Prospective Offeror's Questions & Pre-proposal Conference

Questions concerning the solicitation shall be submitted in writing to the Contracting Officer at the mail address shown in Block 9 of the Standard Form 1449 or by fax to (802) 951-6455 and must be received no later than close of business 10/17/2005 to allow a reply to be provided in a timely manner before proposals are due. Offerors may submit questions only by mail or facsimile transmission to the Contracting Officer. In order to receive responses to questions, Offerors shall cite the section, paragraph, and page numbers. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries or comments and will not receive a response. Further, Offerors are reminded that DHS CIS will not address hypothetical questions aimed toward receiving a potential "evaluation decision."

The Government will conduct a Pre-proposal Conference on October 12, 2005, from 10:00 AM to 12:00 Noon at The Washington Court Hotel, 525 New Jersey Avenue, NW, Washington, DC, in the Montpelier Room on the Mezzanine Level. A maximum of two (2) representatives from each Offeror (including teaming arrangements, subcontractors, etc.) are invited to attend and shall pre-

register with the Contracting Office by submitting the names of company attendees, as well as any questions to be addressed at the conference, to the Contracting Officer by close of business October 5, 2005. Registration and questions shall be accomplished in writing on company letterhead by fax to (802)951-6455, or to the mail address in block 9 of the SF 1449. Receipt of the registration notice shall be verified by the Contracting Office via fax to ensure attendees are included. During this conference DHS CIS will present information about the call center requirement and answer the previously received Offeror questions. No questions will be entertained at the conference. Offerors will then have an additional five (5) calendar days after the conference as noted above to submit any additional questions in writing. Responses to all Offeror questions will be available within ten (10) calendar days after the conference. The responses will be provided by posting to FedBizOpps, giving due regard to the proper protection of proprietary information.

3. General Proposal Preparation Instructions

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The proposals shall clearly demonstrate the Offeror's understanding of the overall and specific requirements of the proposed contract(s); convey the Offeror's capabilities for transforming their understanding into accomplishments; and present the Offeror's plans, methods, and costs for performing the contract.

Information requested herein must be furnished fully and completely in compliance with the instructions. The information requested and the manners of submittal are essential to permit prompt evaluations of all proposals on a fair and uniform basis. Simple statements of compliance (i.e., "understood," "will comply") without the detailed description of how compliance will be met may not be considered sufficient evidence to meet the requirements of this RFP. Accordingly, any proposal in which material information requested is not furnished or where indirect or incomplete answers or information are provided may be considered unacceptable.

In the event any changes are allowed to the proposal by the Offerors, they shall be accomplished through the use of amended page(s). Any changes from the original proposal shall be indicated through use of a vertical line, placed adjacent to the change, within the right side margin of the page. The Offerors shall include the date of the revision on the lower right hand footer of the page.

4. Proposal Preparation Costs

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The Government will not be obligated to pay any pre-award costs incurred by any Offeror in response to this solicitation.

5. Proposal Content and Submission Instructions

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Offerors are cautioned to review the RFP and ensure that the proposal submitted fully complies with all requirements. Each proposal shall clearly demonstrate the Offeror's understanding of the overall and specific technical requirements of the solicitation. The Offeror must provide the requested past performance and pricing information. Clarity and completeness of the proposal is

of the utmost importance. The proposal must be written in a practical, clear, and concise manner, using quantitative terms whenever possible and avoiding qualitative adjectives to the maximum extent possible. Proposals must be legible, single-spaced, computer-printed copy (on one side only), in a type-size not smaller than twelve (12) point proportional, on paper not larger than eight-and-a-half by eleven inches. Offeror's proposals shall have the following three parts listed in a descending order of importance:

- a. Technical Proposal;
- b. Past Performance; and
- c. Price Proposal.

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Prior to award of a contract as a result of this solicitation, the Contracting Officer is required to make an affirmative determination that the prospective contractor is a "responsible" firm, one that is fully capable of satisfactorily providing the required services. This requirement necessitates consideration of factors relating to the fitness of the prospective contractor such as, financial resources, integrity, personnel resources, facilities and equipment, and legal eligibility to received award. The offeror shall provide a narrative discussion, to be included with the price proposal, of available financial resources for personnel, facilities, equipment and supplies to support the contract. The purpose of this narrative is to assist the Contracting Officer in the responsibility determination. Each offeror is also to furnish with the narrative proposal a company financial statement consisting of the offeror's most recent Profit and Loss Statement and Balance Sheet certified by an independent public accountant to provide support that sufficient funds are available to cover the cost of start-up as well as for a minimum of two months of contract performance. This is important because payment for performance under the resulting contract will be made monthly in arrears, within 30 calendar days of receipt of a proper invoice at the designated Government office. The Contractor shall invoice the Government for services performed during a given month at the end of the month. Thus the Contractor shall not receive payment for the first month of performed services until the beginning of the third month of actual performance. The offeror shall include with the narrative the names and phone numbers of those individuals or firms that can verify this information.

Before signing the SF 1449, offerors are cautioned to note the "Contractor's signature" section of FAR part 4.1 which states requirements for contractor signatures for individuals, partnerships, corporations and joint ventures.

All offerors classified as "Other than Small Businesses" by Small Business Administration standards are notified that a subcontracting plan in accordance with the provisions of FAR clause 52.219-9 shall be required with the proposal, shall be included in the price proposal envelope, and that this plan shall become a part of the contract.

6. Technical Capability

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The Offerors shall detail their capability to provide DHS CIS Call Center services in a manner that demonstrates the knowledge, understanding, and technical ability. The technical evaluation criteria in Section V shall be addressed to demonstrate this capability.

7. Past Performance

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The Offeror shall describe previous performance for technical projects similar in size, scope, and complexity to the requirement being competed. The Offeror shall explain the relevance of each past-performance project. In addition, the Past Performance Questionnaire (Attachment 7) should be completed by the references and submitted directly to the CO on or before the due date and time for receipt of proposals. Offeror(s) should instruct their references to fax the completed questionnaires directly to the Contracting Officer as noted on the forms.

If the Offeror has no past performance, the Offeror shall submit a certification of that fact to the CO on the due date for receipt of proposals. The certification shall be in a separately sealed envelope clearly marked with the solicitation number and submitted with the RFP volumes. In accordance with the FAR 15.305(2)(iv), "in the case of an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance."

8. Price Proposal

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The Offeror's price proposal shall consist of a brief text explaining price-related items for the solicitation. The Offeror should include a breakdown of labor categories, along with descriptions, and corresponding rates. The Offeror shall certify that their proposal properly reflects applicable Department of Labor Wage Determinations, and state the applicable DOL Wage Determination numbers, if any.

9. Minimum Acceptance Period

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The Government requires a minimum acceptance period of 90 calendar days for the offer. Offerors may specify a longer acceptance period than the Government's minimum requirement. The Offeror allows the following acceptance period: specify number of calendar days. An offer allowing less than the Government's minimum acceptance period shall be rejected.

10. Proposal Rejection

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The Government may reject any proposal that does not address the totality of the solicitation requirements, including the contract terms and conditions.

11. Oral Presentations

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USCIS may request oral presentations from Offerors after an initial review of written proposals is completed. The oral presentation process will be conducted in accordance with FAR 15.102. Offerors will be notified of their selection for oral presentations seven (7) days prior to the date presentations will be conducted. Any detailed information about the oral presentations will be provided to Offerors.

12. Discussions

The Government intends to award without discussions with Offerors (except communications conducted for the purpose of clarification). Consequently, each offer should be submitted on the most favorable terms that the offering firm is able to submit to the Government. The Government reserves the right to conduct discussions if they are later determined by the CO to be necessary.

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13. Basis for Award

USCIS will make a selection and award the contract(s) in accordance with the guidelines provided by the FAR and this RFP. Awards will be made to the Offeror(s) whose proposal represents the best value to the Government.

Format: Bullets and Numbering

As defined in FAR 2.101, Best Value means "the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement." Consequently, this contract(s) will be given to the responsible Offeror(s) whose proposal, conforming to the solicitation, results in the most advantageous integration of the Technical Capability, Past Performance, and Price factors.

USCIS will utilize a trade-off process between price and non-price factors to allow USCIS to accept other than the lowest priced proposal, or other than the highest technically rated Offeror. Neither the lowest cost nor the highest technical rating will be the definitive-determining factor in making an award. If two Offerors have similar technical capability and past performance, then price may become the discriminating factor. Ratings between competing proposals will be analyzed to determine what the difference may mean in terms of performance, and what it will cost the Government to take advantage of it. As such, the Government may reject any or all offers if such action is in the best interest of the Government, and the Government may accept an offer that is not the lowest price.

14. Unsuccessful Offeror Debriefings

Unsuccessful offerors, once notified in writing by the Government, may submit a written request for a debriefing on the results of the evaluation of their proposals. Any such debriefings will be conducted by the CO with the support of Legal Counsel, other SSO members or advisors, as required. Debriefings shall discuss the major weaknesses and strengths of individual offerors' proposals and shall not make any comparisons to other offerors' proposals or discuss the relative merits or technical standing of the competitors. The debriefing shall not reveal any information that is not available to the unsuccessful offeror under the FAR or Freedom of Information Act (FOIA).

SECTION V
PROPOSAL EVALUATION

A. 52.212-2 Evaluation—Commercial Items JAN 1999

(a) **The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:**

1. Technical Capability;
2. Past Performance; and
3. Price

The above factors are listed in descending order of importance. When combined, Technical Capability and Past Performance are significantly more important than price.

(b) **Options.** The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) **A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.**

(End of Provision)

B. Addendum Three - Evaluation – Commercial Items

1. Evaluation Approach & Source Selection

USCIS will use the following source selection procedures to conduct this acquisition. The source selection procedures involve the use of a structured process that involves a Source Selection Organization (SSO) responsible for the evaluation of the proposals and selection of a source for award. The SSO will include the Source Selection Authority (SSA), a Technical Evaluation Committee (TEC), a Business Evaluation Committee (BEC) and advisors as required.

The TEC will be responsible for the review and evaluation of the Technical proposal and past performance. The BEC will be responsible for the review, analysis, and evaluation of the pricing and business proposal. The TEC and BEC will submit all findings to the SSA for the final source selection decision. The SSA will review the findings and make the final source selection decision.

2. Evaluation Criteria

a. Technical Capability

The Technical Capability factors assess the ability of the Contractor to demonstrate the knowledge, understanding and technical ability to meet USCIS call center service requirements in the PWS. The following factors will be considered in evaluating the Offeror's Technical Capability. These factors are listed in descending order of importance and, when combined, will compose the Technical Capability rating.

1) Facilities, Equipment and Personnel

The Offeror shall present a list of all equipment and facilities, a schedule outlining milestone dates to provide fully functional operations, and a schedule outlining the number of CSR's, Supervisors, Quality Control and other support staff to be hired, trained, cleared and ready to handle customer inquiries, it proposes to use under this contract. The Offeror must currently have multiple operational call center facilities. Leasing options for expanded operations must be in place for all facilities proposed and evidence shall be provided. The functions of the equipment shall be stated. Experience utilizing automated call quality software in a call center environment is required. The USCIS will evaluate whether the proposed equipment, technology, facilities and staffing plans are adequate and appropriate to meet all the performance requirements of the Performance Work Statement (PWS).

Extra consideration shall be given to offerors proposing to continue operations in the Southeastern Kentucky HubZone where NCSC operations are currently located. Offerors who can begin operations in shorter periods of time, i.e., 45-60 days instead of 90-120 days, will receive higher evaluations.

2) Corporate Experience

The Offeror shall provide demonstrated experience in fulfilling the technical requirements of call center contracts of similar size and scope to the solicitation, including experience of familiarity with National Government Call Centers and requirements identified in the PWS. Proven experience handling in excess of 150,000 live assistance calls monthly for a period of 12 months or more is required. Offerors not meeting this minimum criteria stated will not be considered. Demonstrated experience operating a Government call center is required. The Offeror shall also describe experience in the following areas:

- Complexity of information disseminated
- Management of cyclical call volume and unforeseen spikes
- Management of complex start ups and transitions
- Management of project cost
- Client satisfaction

3) Program Management Plans

The Offeror shall include Program Management Plans with a detailed description of each plan in the PWS.

The Offeror's Performance Management procedures shall reflect a sound management approach

and an understanding of the requirements to be performed. The Offeror shall demonstrate its ability to provide uninterrupted, high quality performance and overall effective contract management. Quality assurance measures and procedures should be based on successful application, relate to task performance/management, and enhance the quality of services and deliverables. Plans shall include an incentive plan to reward CSR performance. The Offeror shall provide the following information regarding its performance management structure and capabilities:

- An organization chart identifying the entire chain of command in the organization, the chain of command for managing this contract, and the organizational components that support this contract, including those that provide support for Information Technology, Human Resources, Finance, Operations, Customer Services, and Quality Control. In relation to the organizational structure, the Offeror shall describe the management, technical, and administrative (contractual) delegations of authority within the organization. The Offeror shall further describe the lines of authority and roles and responsibilities of all corporate entities including subcontractors and/or teaming partners (if any) and escalation procedures for problem resolution.
A description of how the Offeror's teaming partners and/or subcontractors (if any) will be managed and used to enhance the quality of service to the Government.
- A description of the processes and methodologies for effective quality management, including the Offeror's plan for developing, operating, and maintaining a quality control program to effectively address all areas, including staffing, training, operations, contract deliverables, performance management, process engineering, service delivery, and customer satisfaction.
- A description of the processes and methodologies for effective service level management, including workload forecasting, CSR scheduling, service recovery (from systems failures, disasters, etc.), problem identification and resolution, problem notification, and contingency planning and escalation. Additional or enhanced services in support of the PWS designed to reduce Average Handle Time (AHT) without diminishing service may be proposed. Such services must be identified and have a demonstrated ability to accomplish the stated results. All cost for such service must be included in the Offeror's pricing CLIN's.
- A description of the processes and methodologies for ensuring customer satisfaction, including the Offeror's plan for surveying customers and implementing service improvements.
- Evidence that the Offeror has the ability to quickly ramp up call center operations in crisis or high priority situations. The Offeror shall quantify its capacity to provide such emergency services in terms of capacity, staffing, and start-up time.

4) Key Personnel Qualifications

Offerors shall provide resumes documenting the experience and qualifications of the key personnel. Key personnel for the contract are the Program Manager over the entire project, Project Manager who will be the main point of contact for the Government, and all Site

Managers who will be performing the hands-on, day-to-day management of the hotline operation, technical oversight, technical direction and training of personnel. Offerors shall clearly indicate the availability of the key personnel to work on the contract if their company is selected for award.

- **Program Manager(s)** – The qualifications demonstrated by the Offeror in their proposal of the proposed program management personnel shall be evaluated in the following areas:
 - experience in managing contracts of a similar size and scope to that specified in this solicitation including the ability to manage an information service operation;
 - academic and other technical qualifications relative to this solicitation including familiarity with statutes and regulations identified in the solicitation;
 - ability to ensure proper cooperation of all equipment/technology (e.g., telephone system, internet, computer modems, e-mail, computers and software needed for research, document production, etc.) identified in this solicitation.
- **Project Manager** – The qualifications demonstrated by the Offeror in their proposal of the proposed project management personnel shall be evaluated in the following areas:
 - academic and technical qualifications necessary to ensure the capability to fulfill the requirements of the PWS;
 - previous experience as Project Manager for a Call Center of this size and complexity;
 - communication and customer service skills, both written and oral;
 - ability to perform research and familiarity with research resources;
 - ability to develop and provide training in the technical areas covered by the PWS;
 - ability to operate the equipment and technology identified in this PWS and the ability to teach the staff how to use it.
- **Site Manager(s)** – The qualifications demonstrated by the Offeror in their proposal of the proposed site managers(s) personnel shall be evaluated in the following areas:
 - academic and technical qualifications necessary to ensure the capability to fulfill the requirements of the PWS;
 - communication and customer service skills, both written and oral;
 - ability to perform research and familiarity with research resources;
 - ability to develop and provide training in the technical areas covered by the PWS;
 - ability to operate the equipment and technology identified in this PWS and the ability to teach their staff how to use it.

5) Understanding of the Work

Offerors shall demonstrate the ability to develop approaches, which are appropriate, complete, practical and cost-effective for achieving the objectives of the tasks outlined in the PWS. The Offeror shall include a description of how the PWS activities will be performed; an identification of the sources and availability of information needed to conduct the work; and an identification of potential difficulties in conducting the work with practical suggestions for overcoming these difficulties.

The USCIS will evaluate the technical capability using the following adjectival ratings:

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USCIS/NCSC

Rating	Explanation
Outstanding	Proposal very significantly exceeds most or all solicitation requirements. Response exceeds a "better" rating. The Offeror has clearly demonstrated an understanding of all aspects of the requirements to the extent that timely and highest quality performance is anticipated.
Better	Proposal fully meets all solicitation requirements and significantly exceeds many of the solicitation requirements. Response exceeds an "acceptable" rating. The areas in which the Offeror exceeds the requirements are anticipated to result in a high level of quality, efficiency or productivity.
Acceptable	Proposal meets all solicitation requirements; it is complete, comprehensive, and exemplifies an understanding of the scope and depth of the task requirements, as well as the Offeror's understanding of the Government's requirements.
Marginal	Proposal is less than acceptable. There are some deficiencies in the proposal. However, if given the opportunity for discussions, the proposal would have a reasonable chance of becoming at least acceptable. (If award is made on initial offers, there will not be an opportunity for discussions, nor a chance to become at least acceptable.)
Unacceptable	Proposal has many deficiencies and/or gross omissions; failure to understand much of the scope of work necessary to perform the required tasks; failure to provide a reasonable, logical approach to fulfilling much of the Government's requirements; failure to meet many personnel requirements of the solicitation.

b. **Past Performance Criteria**

The Offeror's experience will be evaluated on the degree of relevance to the requirements of the RFP on the basis of similarity in size, scope, complexity, and technical difficulty. All experience within the last five (5) years related to call center services will be evaluated. For each relevant project, Offerors shall identify the following:

- 1) Customer; Contact Name and contact information;
- 2) Contract Number; Contract Title; Contract Value;
- 3) Customer's Business Manager & Technical Manager;
- 4) Delivery Schedule/Period of Performance;
- 5) Description of the Services Provided/Technologies Used;
- 6) Whether work was performed onsite or offsite;

- 7) Whether personnel had security clearances and at what level;
- 8) Unique or Complex Characteristics of the Project; and
- 9) Relevance to DHS USCIS Requirement.

The USCIS is seeking to determine whether the Offeror has experience that will enhance its technical capability to perform and whether the Offeror consistently delivers quality services in a timely and cost effective manner. In evaluating past performance, USCIS will take into consideration the relevant experience and past performance assessments from the Offeror's customers. USCIS also reserves the right to use other relevant past performance information it obtains through other sources including other agency databases. Evaluations may include interviews with previous clients of the Contractor and may include interviews with previous clients of proposed key personnel.

Reference responses that do not relate to the tasks performed under the Call Center Services will not be evaluated for purposes of past performance. In accordance with the FAR Part 15.305(2)(iv), "In the case of an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance." If the Offeror has no past performance, the Offeror shall submit a certification to the CO indicating that the Offeror has no past performance. The certification shall be in a separately sealed envelope clearly marked with the solicitation number and accompanying the RFP volumes. If no experience is relevant or the experience that is relevant cannot be evaluated due to a reference's failure to respond, a rating of "Neutral" will be assigned for past performance as defined below. Past performance of Subcontractors involved in potential teaming arrangements will carry the same weight as the past performance for the prime Contractor.

The USCIS will evaluate past performance using the following adjectival ratings:

Rating	Explanation
Neutral	No past performance available for evaluation. Offeror has asserted that it has no directly related or similar relevant past performance experience.
Outstanding	Based on the Offeror's record of past performance, no issues, concerns, or risks are associated with receiving timely services and contract performance. Past Performance Questionnaires and the Offeror's experiences indicate that the Offeror is capable of exceeding the requirements of the task order(s).
Good	The Offeror's record of past performance indicates there is very little risk associated with receiving quality products, timely services and full contract performance. Past Performance Questionnaires and the Offeror's experience indicate the Offeror will meet or possibly exceed the requirements of the task order(s).

Rating	Explanation
Acceptable	The Offeror's record of past performance indicates that there is some potential risk associated with receiving quality products, timely services, and contract performance. Past Performance Questionnaires and the Offeror's experience indicate the Offeror may have some problems during performance of task order(s).
Unacceptable	The Offeror's record of past performance indicates it will be unable to perform successfully on task order(s).

c. Price Criteria

The Offeror shall prepare a Price Proposal that contains pricing information for the base year and all possible option years of the contract as shown in Attachment 8. The proposal shall include a breakdown of the labor classifications along with the corresponding rates, and all other costs necessary to provide the service required to allow for a comprehensive evaluation. The proposal shall consist of pricing tables and an accompanying narrative that fully describes all assumptions made and conditions stipulated by the Offeror. The Offeror shall certify that their rates properly reflect applicable Department of Labor Wage Determinations, if any, and identify those wage determinations that apply.

Price will be evaluated for price reasonableness. The USCIS will conduct its price analysis using one or more FAR techniques in 15.404-1(b).

SECTION VI
REPRESENTATIONS AND CERTIFICATIONS OF OFFEROR

52.212-3 Offeror Representations and Certifications--Commercial Items MAR 2005

An offeror shall complete only paragraph (j) of this provision if the offeror has completed the annual representations and certifications electronically at <http://orca.bpn.gov>. If an offeror has not completed the annual representations and certifications electronically at the ORCA website, the offeror shall complete only paragraphs (b) through (i) of this provision.

(a) Definitions. As used in this provision:

"Emerging small business" means a small business concern whose size is no greater than 50 percent of the numerical size standard for the NAICS code designated.

"Forced or indentured child labor" means all work or service—

- (1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or
- (2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

"Service-disabled veteran-owned small business concern"—

(1) Means a small business concern--

- (i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and
 - (ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.
- (2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

"Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and size standards in this solicitation.

"Veteran-owned small business concern" means a small business concern—

- (1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

- (2) The management and daily business operations of which are controlled by one or more veterans.

“Women-owned business concern” means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

“Women-owned small business concern” means a small business concern--

- (1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and
- (2) Whose management and daily business operations are controlled by one or more women.
- (b) Taxpayer Identification Number (TIN) (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to a central contractor registration database to be eligible for award.)
- (1) All offerors must submit the information required in paragraphs (b)(3) through (b)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).
- (2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.
- (3) Taxpayer Identification Number (TIN).
- ___ TIN: _____
TIN has been applied for.
___ TIN is not required because:
- ___ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;
- ___ Offeror is an agency or instrumentality of a foreign government;
- ___ Offeror is an agency or instrumentality of the Federal Government.
- (4) Type of organization.
- ___ Sole proprietorship;
- ___ Partnership;
- ___ Corporate entity (not tax-exempt);

- Corporate entity (tax-exempt);
- Government entity (Federal, State, or local);
- Foreign government;
- International organization per 26 CFR 1.6049-4;
- Other _____

(5) Common Parent.

- Offeror is not owned or controlled by a common parent;
- Name and TIN of common parent:
Name _____
TIN _____

(c) Offerors must complete the following representations when the resulting contract is to be performed inside the United States or its outlying areas. Check all that apply.

- (1) **Small business concern.** The offeror represents as part of its offer that it () is, () is not a small business concern.
- (2) **Veteran-owned small business concern.** [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents as part of its offer that it () is, () is not a veteran-owned small business concern.
- (3) **Service-disabled veteran-owned small business concern.** [Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.] The offeror represents as part of its offer that it () is, () is not a service-disabled veteran-owned small business concern.
- (4) **Small disadvantaged business concern.** [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, for general statistical purposes, that it () is, () is not a small disadvantaged business concern as defined in 13 CFR 124.1002.
- (5) **Women-owned small business concern.** [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it () is, () is not a women-owned small business concern.

Note: Complete paragraphs (c)(4) and (c)(5) only if this solicitation is expected to exceed the simplified acquisition threshold.

- (6) **Women-owned business concern (other than small business concern).** [Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it () is a women-owned business concern.
- (7) **Tie bid priority for labor surplus area concerns.** If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

- (8) ***Small Business Size for the Small Business Competitiveness Demonstration Program and for the Targeted Industry Categories under the Small Business Competitiveness Demonstration Program.*** [Complete only if the offeror has

represented itself to be a small business concern under the size standards for this solicitation.]

(i) [Complete only for solicitations indicated in an addendum as being set-aside for emerging small businesses in one of the four designated industry groups (DIGs).] The offeror represents as part of its offer that it () is, () is not an emerging small business.

(ii) [Complete only for solicitations indicated in an addendum as being for one of the targeted industry categories (TICs) or four designated industry groups (DIGs).] Offeror represents as follows:

(A) Offeror's number of employees for the past 12 months (check the Employees column if size standard stated in the solicitation is expressed in terms of number of employees); or

(B) Offeror's average annual gross revenue for the last 3 fiscal years (check the Average Annual Gross Number of Revenues column if size standard stated in the solicitation is expressed in terms of annual receipts). (Check one of the following):

Number of Employees	Average Annual Gross Revenues
<input type="checkbox"/> 50 or fewer	<input type="checkbox"/> \$1 million or less
<input type="checkbox"/> 51-100	<input type="checkbox"/> \$1,000,001 - \$2 million
<input type="checkbox"/> 101-250	<input type="checkbox"/> \$2,000,001 - \$3.5 million
<input type="checkbox"/> 251-500	<input type="checkbox"/> \$3,500,001 - \$5 million
<input type="checkbox"/> 501-750	<input type="checkbox"/> \$5,000,001 - \$10 million
<input type="checkbox"/> 751-1,000	<input type="checkbox"/> \$10,000,001 - \$17 million
<input type="checkbox"/> Over 1,000	<input type="checkbox"/> Over \$17 million

(9) [Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business concerns, or FAR 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.]

(i) General. The offeror represents that either—

(A) It () is, () is not certified by the Small Business Administration as a small disadvantaged business concern and identified, on the date of this representation, as a certified small disadvantaged business concern in the database maintained by the Small Business Administration (PRO-Net), and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or

(B) It () has, () has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified

as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

- (ii) () Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns. The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(9)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. [The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture: _____.]
- (10) HUBZone small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, as part of its offer, that--
 - (i) It () is, () is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal office, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR Part 126; and
 - (ii) It () is, () is not a joint venture that complies with the requirements of 13 CFR Part 126, and the representation in paragraph (c)(10)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating in the joint venture. [The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture: _____.] Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.
- (d) Representations required to implement provisions of Executive Order 11246--
 - (1) Previous contracts and compliance. The offeror represents that--
 - (i) It () has, () has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation; and
 - (ii) It () has, () has not filed all required compliance reports.
 - (2) Affirmative Action Compliance. The offeror represents that--
 - (i) It () has developed and has on file, () has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR parts 60-1 and 60-2), or
 - (ii) It () has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.
- (e) Certification Regarding Payments to Influence Federal Transactions (31 U.S.C. 1352).

(Applies only if the contract is expected to exceed \$100,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract.

(f) Buy American Act Certificate. (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American Act—Supplies, is included in this solicitation.)

(1) The offeror hereby certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products. The terms "component," "domestic end product," "end product," "foreign end product," and "United States" are defined in the clause of this solicitation entitled "Buy American Act—Supplies."

(2) Foreign End Products:

Line Item No.	Country of Origin
---------------	-------------------

[List as necessary]

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g) (1) Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate. (Applies only if the clause at FAR 52.225-3, Buy American Act—Free Trade Agreements—Israeli Trade Act, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The terms "component," "domestic end product," "end product," "foreign end product," and "United States" are defined in the clause of this solicitation entitled "Buy American Act—Free Trade Agreements—Israeli Trade Act."

(ii) The offeror certifies that the following supplies are end products of Australia, Canada, Chile, Mexico, or Singapore, or Israeli end products as defined in the clause of this solicitation entitled "Buy American Act—Free Trade Agreement—Israeli Trade Act":

End Products of Australia, Canada, Chile, Mexico, or Singapore or Israeli
End Products:

Line item No.	Country of origin
---------------	-------------------

[List as necessary]

(iii) The offeror shall list those supplies that are foreign end products (other

than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled "Buy American Act—Free Trade Agreements—Israeli Trade Act." The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

Other Foreign End Products:

Line item No. Country of origin

[List as necessary]

- (iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.
- (2) Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate, Alternate I (Jan 2004). If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g) (1) (ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled "Buy American Act—Free Trade Agreements—Israeli Trade Act":

Canadian End Products:

Line Item No.

[List as necessary]

- (3) Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate, Alternate II (Jan 2004). If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g) (1) (ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American Act—Free Trade Agreements—Israeli Trade Act":

Canadian or Israeli End Products:

Line item No. Country of origin

[List as necessary]

- (4) Trade Agreements Certificate. (Applies only if the clause at FAR 52.222-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(4)(ii) of this provision, is a U.S.-made or designated country end product, as defined in the clause of this solicitation entitled "Trade Agreements."

(ii) The offeror shall list as other end products those end products that are not U.S.-made or designated country end products.

Other End Products:

Line item No. Country of origin

[List as necessary]

- (iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items covered by the WTO GPA, the Government will evaluate offers of U.S.-made or designated country end products without regard to the restrictions of the Buy American Act. The Government will consider for award only offers of U.S.-made or designated country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.
- (h) Certification Regarding Debarment, Suspension or Ineligibility for Award (Executive Order 12549). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals--
 - (1) Are, are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency, and
 - (2) Have, have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and
 - (3) Are, are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.
- (i) Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126). [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]
 - (1) Listed end products.

Listed End Product	Listed Countries of Origin
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 - (2) Certification. [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.]
 - (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.
 - (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding

country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

- (j) (1) Annual Representations and Certifications. Any changes provided by the offeror in paragraph (j) of this provision do not automatically change the representations and certifications posted on the Online Representations and Certifications Application (ORCA) website.
- (2) The offeror has completed the annual representations and certifications electronically via the ORCA website at <http://orca.bpn.gov>. After reviewing the ORCA database information, the offeror verifies by submission of this offer that the representations and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications—Commercial Items, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs _____.
[Offeror to identify the applicable paragraphs at (b) through (i) of this provision that the offeror has completed for the purposes of this solicitation only, if any. These amended representation(s) and certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer. Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on ORCA.]

(End of provision)