

SECTION C - DESCRIPTION/SPECS/WORK STATEMENT

**PERFORMANCE WORK STATEMENT FOR
DEPARTMENT OF HOMELAND SECURITY (DHS)
U.S. CITIZENSHIP AND IMMIGRATION SERVICES (USCIS)
APPLICATION SUPPORT CENTERS (ASC)
OPERATIONS AND FACILITIES SERVICES**

1. TITLE OF PROJECT.

Application Support Centers (ASC) Operations and Facilities Services

1.1. PERIOD OF PERFORMANCE.

This contract period of performance is a base period of one year and four one-year option periods.

1.2. CONTACTS.

Contracting Officer's Technical Representative (COTR)

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20 Massachusetts Avenue, NW
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Program Manager (PM)

Attn: TBD
U.S. Citizenship and Immigration Services
Office of Field Operations, Room 1106
20 Massachusetts Avenue, NW
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Contracting Office

U.S. Citizenship and Immigration Services
USCIS Contracting Office
70 Kimball Avenue
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1.3. INTRODUCTION.

The U.S. Citizenship and Immigration Services (USCIS), herein referred to as CIS, is the Department of Homeland Security component responsible for administering a variety of immigration benefits, including permanent resident status, work permits, naturalization (citizenship), international adoptions, student visas, temporary protective status, asylum, and refugee status. Applicants make a formal request to CIS by filing an application with an established processing fee and appropriate documentation. CIS provides applicants with immigration and related services to support the legal and regulatory requirements of the application process through its headquarters, regional, and district offices, service centers, and application support centers. CIS services include: providing forms and other information to assist applicants in the application process; collecting applicant biometrics data for background checks; taking applications; adjudicating immigration benefit cases and immigrant status adjustments; conducting naturalization testing services; and performing oath (naturalization) ceremonies. Once an applicant is approved, the applicant is issued a document, e.g., a Permanent Resident Card, Employment Authorization Document, Re-Entry Document, Naturalization Certificate, or other document(s). All issued documents with the exception of the Naturalization Certificate have an expiration date. Applicants must re-apply at specified intervals to renew documents and continue immigration benefits.

One of CIS' primary responsibilities is to administer and manage Application Support Centers (ASCs) and related operations. ASCs collect applicant biometrics data (e.g. digital fingerprints, photographs, and signatures) and certain applications for immigration benefits. ASCs also schedule applicants for processing.

This contract will continue the current domestic ASC Program. Additional support functions are likely as a result of the mission focus brought about by the transition to DHS. Additional demands on the ASCs for services may be required within the scope of this contract as CIS re-engineers a variety of processes and implements new federal and DHS biometrics initiatives and policies. Impacts, if any, on the ASC Program from such changes will be assessed when criteria including eligibility requirements, determinations of customer population size and geographical locations, the ASC Program's role and level of involvement in initiative implementation, biometrics types to be collected, and other requirements factors can be defined.

1.3.1. Definitions.

ASC. A contractor-operated facility at which biometrics of individuals seeking benefits are collected, and other services such as application collection and scheduling may be provided. An ASC may be located in Government-provided or contractor-leased space. ASC offices are categorized in four sizes: small, medium, large, and extra-large (See Attachment C – Sample Floor Plans). Office size and contract staff varies based upon location and projected applicant traffic. Historical ASC contract staffing ranges from a Site Supervisor and one or two biometrics technicians (BT) at small ASCs to multiple supervisors, BTs, quality assurance (QA) personnel, and guards at extra-large sites.

Although guards are currently unarmed, armed guards may be required in future task orders in special circumstances at specific sites on a temporary or permanent basis.

Standalone (SA) ASC. A contractor leased, contractor-operated facility within the 50 United States and U.S territories (i.e., Guam, Puerto Rico, and the Virgin Islands) at which biometrics and applications of individuals seeking benefits are collected, and scheduling services are provided. Standalone (SA) ASCs are stand-alone facilities, not co-located with other Government offices, and are staffed with a Government ASC Manager (ASCM) and contract staff. Office size and contract staff varies based upon location and projected applicant traffic.

Co-located ASC (COLO). A Government-provided, contractor-operated facility located within a CIS facility or other Government agency space at which biometrics and applications of individuals seeking benefits are collected, and scheduling services are provided. Workload is usually less than at a stand-alone ASC and staffing is generally a CIS ASCM and a contracted Site Supervisor.

Mobile ASC Route. A CIS outreach program that collects biometrics data from applicants in very remote U.S areas. CIS personnel and contractor ASC staff collect biometrics data at pre-arranged locations, such as community centers, schools, and churches. In some instances, an ASC contractor will travel to the mobile route sites to meet the CIS official, who provides oversight and policy support as needed. ASC mobile routes are in Alaska, Hawaii, and the South Pacific.

U.S. Port of Entry (POE). Points of entry into the U.S. include air, sea, and land ports. POEs are in Government-provided facilities and are usually staffed by federal employees. However, certain POEs use ASC contract personnel on a limited basis to collect biometrics data from persons entering the U.S. Such POEs are considered to be COLO ASCs, and may be temporary in nature.

2. BACKGROUND.

CIS is required by law to obtain biometrics data from applicants seeking certain immigration benefits. Biometrics data is used to conduct criminal background checks prior to CIS making a determination whether to grant immigration benefits to applicants. The Congress of the United States prohibits CIS from accepting biometrics data for applicant benefits from any entity other than a U.S. state and local law enforcement agency, a CIS component, or the Departments of State or Defense. To comply with this mandate, CIS established the ASC program in 1997 to collect applicant biometrics internally within the controlled environment of an ASC or ASC mobile route. The ASC program resides within the CIS Office of Field Operations.

ASCs currently exist in 136 locations throughout the United States and U.S. territories (See Reference Library CD for site locations and current staffing data). Fifty-five (55) locations are COLO sites (including seven temporary sites) and 81 are SA sites. Mobile

routes are associated with and staffed by specific ASCs. (See Attachment A for mobile route destinations).

Annually, the ASCs process a significant portion of all applicants seeking immigration benefits. ASC workload is dependent on current immigration policies and customer population size, among other factors, and has historically fluctuated upward and downward. The chart below shows historical numbers of benefits processed at the ASCs, and historical staffing numbers.

Fiscal Year	Number of Benefits Processed at ASCs	Staffing as of 9/30 Each Year
FY 2005 (Estimate)	4.3 Million *	1,293 +
FY 2004	3.0 Million	1,014
FY 2003	2.2 Million	1,001
FY 2002	2.9 Million	1,094
FY 2001	2.3 Million	1,053
FY 2000	1.8 Million	768

* ASC workload definitions were revised in FY 2005 to align statistics with process changes. Historically, ASC workload has been tracked by number of benefits processed. In mid-FY 2005, tracking changed to number of applicants processed. For FY 2005, the number of benefits processed was 4.3 million, however, 3.0 million applicants are estimated using the revised tracking method, based on historical data that shows one applicant may apply and require processing for multiple benefits.

+ Staffing numbers include ASC operational staff only, no program management personnel.

Biometrics data is collected and transmitted electronically by the ASCs using specialized scanning systems provided by CIS, with a small number of biometrics captured manually using ink.

The ASC program has evolved since it was established in 1997, with significant functional and workload realignments, site additions, moves, closures, expansions, renovations, and major technology deployments. CIS will periodically assess site locations to align production capability with workload, and to implement new initiatives during the life of this contract.

The CIS focus for this program is to acquire creative, timely, and flexible solutions to meet immigration benefits workload, to collect quality biometrics data with minimal rejects, to maintain cost control and high customer service standards while performing in diverse environments, and to strengthen security of the United States and its borders.

3. SCOPE.

CIS is seeking contractor labor and program management support for the Application Support Centers (ASC) Program. The contractor shall provide a staff of fully trained, full and part-time on-site labor (U.S. citizenship is required) at designated SAs, COLOs, and mobile routes. The major tasks to be accomplished are: Biometrics Capture, Mobile

Route Support, Scheduling Support, Collection of Applications, and Program Management Support, including Facilities Leasing and Maintenance. Potential future requirements include but are not limited to, additional sites, additional mobile routes, scheduling centers, and citizenship testing services.

The contractor shall provide staff and support to establish, operate, and maintain locations and perform tasks as specified in task orders under this contract. The contractor shall provide all program management support to include, but not be limited to, personnel management and staffing, facilities leasing and maintenance support, procurement support for furniture/office equipment/office supplies, Government property administration, quality and training programs, standard operating procedures preparation and updating, Government coordination, invoicing, reports, teaming arrangements and subcontract administration, administrative support, transportation arrangements, and special projects support.

The contractor shall provide all current services specified in this PWS as well as any other ASC-related services as directed by DHS/CIS policy, mission, or congressional action that may be incorporated through task order or modification into this contract. The contractor shall be responsive to legislation that impacts the continued initiatives, development, and implementation of the ASC Program to ensure CIS compliance with congressional mandates.

ASC Program workload may fluctuate upward or downward if new federal or DHS initiatives such as Guest Worker, DHS employee IDs, Federal IDs, TSA Hazardous Materials (HAZMAT) transport, Temporary Protective Status (TPS), US Visitor and Immigrant Status Indicator Technology (US VISIT), Transportation Worker Identification Card (TWIC), and other programs and/or policy changes are approved and implemented during performance of this contract. Overseas expansion is currently undefined and included as an optional line item as well as citizenship testing services.

4. DESCRIPTION OF WORK/CONTRACTOR TASKS.

Upon completion of Government-approved minimum training as specified in Section 6, Training Program, and in accordance with current ASC Standard Operating Procedures (SOP), the contractor shall provide the following services.

TASK 4.1. BIOMETRICS CAPTURE.

The contractor shall provide trained, qualified staff to support CIS in the collection of biometrics of applicants seeking U.S. immigration benefits. Work involves the collection of quality-controlled fingerprints, photographs, signatures, and other biometrics data, in combination using Government-furnished electronic and manual biometrics capturing equipment. Biometrics services shall be provided on a scheduled basis at each established location and/or applicable mobile route(s).

This section summarizes the Standard Operating Procedures utilized in the ASC for biometrics capture. Additional coded biometrics types may be added, as required.

CODE 1 Biometrics

Customer Identity Verification. Customer's identity shall be verified. Subsequently, an Applicant Information Worksheet shall be distributed to each customer. The process shall be briefly explained and questions answered.

Code 1 Biometrics Capture (Form FD-258). Form FD-258 masthead (i.e., demographic/biographic) information shall be entered in the electronic biometrics equipment or computer from the scheduling notice and applicant worksheet and verified for accuracy. Code 1 biometrics (Form FD-258) shall be captured using electronic or ink methods, as applicable. Biometrics shall be reviewed by quality control as appropriate to ensure they can be properly classified by the FBI. Pressing the "Enter" button transmits the electronic record to the appropriate CIS office. A customer service card shall be provided to each applicant for completion.

Reconciliation/Reporting. The number of records transmitted is reconciled with the number of applicants processed. The ASCM will print and retain a Transaction Register of electronic transmissions. Manual Code 1 biometrics, if any, shall be sent via 2-day delivery/courier to the appropriate CIS office. The contents of each mailing shall be logged in a manifest and tracked by customer name and alien registration number (A-Number) or other authorized identification number. The total number of Code 1 biometrics applicants processed shall be included in reports to the Government.

CODE 2 Biometrics

Customer Identity Verification. Customer's identity shall be verified. Subsequently, an Applicant Information Worksheet shall be distributed to each customer. This process shall be briefly explained and questions answered.

Demographics Generation. Demographics information shall be entered into the biometrics capturing equipment from the scheduling notices, if applicable, and Applicant Information Worksheet and verified for accuracy.

Code 2 Biometrics Capture. Code 2 fingerprints shall be electronically captured. Digital signatures, applicant photographs, and other biometrics, as applicable, shall be obtained using the digital biometrics equipment. (Code 2 biometrics capture varies by type of benefit, applicant age, etc.)

Quality Control. Demographics information and biometrics images shall be reviewed by quality control as appropriate to ensure the data meets or exceeds CIS standards and procedures. Pressing the "Enter" button transmits the electronic records to the appropriate CIS office. A customer service card shall be provided to each applicant for completion.

Reconciliation/Reporting. The number of records transmitted is reconciled with the number of applicants processed. The ASCM will print and retain a Transaction Register of electronic transmissions. The total number of Code 2 biometrics applicants processed shall be included in reports to the Government.

CODE 3 Biometrics

Customer Identity Verification. Customer's identity shall be verified. Subsequently, an Applicant Information Worksheet shall be distributed to each customer. The process shall be briefly explained and questions answered.

Code 3 Biometrics Capture (Combination of Codes 1 and 2). Form FD-258 masthead (i.e., demographic/biographic) information shall be entered in the electronic biometrics equipment or computer from the scheduling notice and applicant worksheet and verified for accuracy. Code 1 (Form FD-258) fingerprints shall be captured using electronic or ink methods, as applicable. Code 2 fingerprints shall be electronically captured. Digital signatures, applicant photographs, and other biometrics, as applicable, shall be obtained using digital biometrics equipment. Demographics information and biometrics images shall be reviewed by quality control as appropriate to ensure the data meets or exceeds FBI/CIS standards and procedures. Pressing the "Enter" button transmits the electronic records to the appropriate CIS office. A customer service card shall be provided to each applicant for completion.

Reconciliation/Reporting. The number of records transmitted is reconciled with the number of applicants processed. The ASCM will print and retain a Transaction Register of electronic transmissions. Manual biometrics, if any, shall be sent via 2-day delivery/courier to the appropriate CIS office. The contents of each mailing shall be logged in a manifest and tracked by customer name and alien registration number (A-Number) or other authorized identification number. The total number of Code 3 biometrics applicants processed shall be included in reports to the Government.

TASK 4.2. MOBILE ROUTE SUPPORT.

The contractor shall provide all supplies, equipment, and trained, qualified staff necessary to provide mobile route support for established mobile routes. The ASCM and the contractor shall process any operational tasks on mobile routes that are within the scope of work of the ASCs and which are feasible for processing in a mobile environment. Currently, only biometrics data is captured on mobile routes. The contractor shall bring the necessary government-furnished supplies and equipment to perform biometrics services. The CIS District offices determine routes; including the identification of service point addresses, hours of operation, and schedules. Typically one CIS official accompanies one Biometrics Technician during the mobile routes. A Biometrics Technician may be required to drive and must possess a valid state driver's license in this situation. Overnight travel may be required. (See Attachment A for established mobile routes and Attachment B for a list of standard mobile route supplies and equipment - not

all-inclusive.) Mobile routes may be changed unilaterally by the Government any time during the term of this contract.

This section summarizes the ASC Standard Operating Procedure utilized in the ASCs for mobile route processing.

Mobile Route Scheduling. CIS establishes the frequency and provides dates and times for each scheduled mobile route. Length of stay by mobile route representatives at a particular hosting facility may vary from a few hours to several days based on the number of applicants in the scheduling queue and travel time to the hosting facility destination.

Applicant Scheduling. CIS and/or contractor staff using the ASC Standard Operating Procedure shall schedule applicants for mobile routes.

Travel Authorization. The contractor site supervisor shall obtain travel approval for each contractor staff member assigned to the mobile route.

Logistical Support. Mobile route representatives verify that all required supplies and equipment are available prior to departure.

Biometrics Capture/Other Services. Standard Operating Procedures for biometrics capture and other authorized services shall be followed to process applicants on mobile routes. The contractor staff is not authorized to conduct mobile routes without approval of a Government representative.

Reporting. The total number of applicants processed shall be added to the applicable biometrics totals reported to the Government. Separate mobile route reporting is not required.

TASK 4.3. SCHEDULING SUPPORT.

The contractor shall provide trained, qualified staff to conduct scheduling services at ASC sites on a coordinated basis with CIS scheduling activities. The contractor shall locally schedule applicants for biometrics processing when provided the required scheduling information from the Government (usually the CIS District Office). The contractor and/or CIS representatives may conduct initial scheduling. Re-scheduling of applicants shall be performed locally at the site by the contractor to accommodate applicant rescheduling requests and to re-take FBI-rejected or expired biometrics data. Scheduling by the contractor shall include biometrics capture and application-processing scheduling for immigration programs.

Although not currently required, future scheduling requirements may include local scheduling for citizenship testing and scheduling services from a contractor-leased and operated scheduling center.

This section summarizes the ASC Standard Operating Procedures utilized in the ASCs for scheduling.

Initiation/Validation. The contractor shall enter applicant's biographical information into the database, or if rescheduling, retrieve applicant's record in the scheduling database. The contractor shall validate the accuracy of all biographical information by comparing with the appointment notification letter and/or A-File and if necessary, shall revise the database.

Scheduling/Rescheduling. Enter the ASC location to which the customer will report, the appointment date, time, and other scheduling information. Print Appointment Notification Letter.

Quality Control. Biographical information shall be reviewed by quality control as appropriate. Letters shall be placed in franked envelopes and kept in a secured area until mailed.

Reporting. The number of customers scheduled shall be included in reports to the Government.

TASK 4.4. COLLECTION OF APPLICATIONS.

The contractor shall provide trained, qualified staff to support CIS in the collection of applications of persons seeking U.S. immigration benefits. The contractor staff shall provide application collection services for persons applying at designated ASCs on a walk-in and/or scheduled basis. Historically, the ASCs have collected hardcopy Form I-90 applications for persons renewing a Form I-551 "Green Card" on a walk-in basis. CIS Form I-90 application collection processes were revised in late FY 2005 to allow electronic I-90 processing at the ASCs, and a new CIS system is expected to be implemented at the ASCs by late FY 2006 in support of this task. Future requirements may entail revising the I-90 processing and/or adding other applications for processing at the ASCs.

This section summarizes the SOP utilized in the ASCs for application processing.

Hardcopy Application Processing (currently Form I-90 only).

I-90 Application Review/Intake. The two-page hardcopy application shall be reviewed for completeness to ensure all data collection fields have been completed and required documentation is submitted: the expired/expiring ten-year I-551 Card; the processing fee, payable by check or money order; a two-sided copy of the I-551; and two photographs.

I-551 Examination and Customer Identity Verification. The applicant's identity shall be confirmed and the authenticity of the expired/expiring Form I-551 shall be verified. The I-551 shall be compared to the front and back copy, and the appropriate application shall be annotated accordingly. The applicant's name shall be checked through a read-only

Interagency Border Inspections System (IBIS) query to determine eligibility. An IBIS hit (i.e., adverse information in the database) shall be referred to the ASCM for eligibility determination. The contractor shall cease processing an application with an IBIS hit until the action is returned by the ASCM for further processing. The applicant's file shall be accessed in other CIS databases to determine eligibility. Applications with no adverse database information will continue to be processed.

Form I-89 Processing. An impression of the right index finger shall manually be placed on Form I-89 within a template. The applicant's signature shall also be taken within that template. Information on the Form I-89 shall be completed. Form I-89 shall be verified for accuracy. Upon completion, Form I-89 shall be assembled with the application and required documentation.

Quality Control. The application package shall be reviewed by quality control as appropriate to verify accuracy and completeness.

Issuance of Interim Documentation. A secure, serialized sticker shall be affixed to the expired/expiring I-551. Entry of information including, but not limited to the following, shall be made into a database tracking system: the serial number, A-Number on the I-551, name of applicant, issuing technician, and other pertinent data. Other CIS databases shall be updated, if required. A customer service card shall be provided to each applicant for completion.

Reconciliation. At the end of each business day, the contractor shall work with the ASCM to account for the daily I-90 receipts, and reconcile renewal sticker inventory. Daily manifests tracking each specific sticker number issuance with A-Number and applicant name shall be co-signed by both the Site Supervisor and ASCM, and forwarded along with the hardcopy application packages to the appropriate CIS processing center. The available sticker inventory shall be compared against the number of stickers issued and voided during the day to verify inventory levels, and an Application Reconciliation Report shall be completed. If discrepancies occur, reasonable efforts will be made to establish reasons for discrepancy, and the reason shall be annotated on the daily Application Reconciliation Report. Both the Site Supervisor and ASCM shall co-sign the reconciliation report.

Form I-90 Mailing. At the end of each business day, all of the Form I-90 applications shall be sent via 2-day delivery/courier to the appropriate CIS office (for data entry, receipt generation, and adjudication). Where late night pick-up is not available for application and fees received after the last scheduled pick-up, the ASCM shall be notified and the applications and fees will be secured in an approved safe. The applications and fees will be appropriately dispatched the following business day. Each mailing shall be logged and tracked in a dated manifest. The ASCM will prepare, log, track and ship the daily manifest, and will retain a copy of each manifest for a period of three years.

Reporting. The quantity of completed I-90 application packages mailed shall be included in the total I-90 applicants processed number reported to the Government.

Electronic Application Processing.

ID Verification. The applicant's identity shall be confirmed using the appropriate ID documentation required for the specific application (currently Form I-90 only), and an Application Information Worksheet shall be completed.

Initial Processing/Database Checks. Appropriate read-only database checks shall be conducted to determine eligibility. Code 3 biometrics shall be captured. (Biometrics capture may be performed concurrently with database checks.) Applications determined to have adverse information or unresolved issues as the result of database checks shall be referred to the ASCM. Applications with no adverse or unresolved issues will continue to be processed. The ASCM will review actions as appropriate to verify accuracy and completeness of database checks.

Quality Control/Process Completion. Quality Control shall be performed as appropriate. Pressing the "Enter" button transmits the electronic record to the appropriate CIS office. Interim documentation such as an extension sticker, foil, or stamp shall be affixed to the applicant's documentation, if required. The Application Information Worksheet is annotated with the date processed and other data, and returned to the applicant. A customer service card shall be provided to each applicant for completion.

Reconciliation. The number of records transmitted is reconciled with the number of applicants processed. An Application Reconciliation Report shall be prepared if stickers or other interim documentation was issued that day. If discrepancies occur, reasonable efforts will be made to establish reasons for discrepancy, and the reason shall be annotated on the daily Application Reconciliation Report. Both the Site Supervisor and ASCM shall co-sign the reconciliation report.

Reporting. The number of completed e-filed applications processed shall be included in the total I-90 applicants processed number reported to the Government.

FBI Check. The FBI electronically verifies biometrics checks within 24 hours. As appropriate, pressing the "Enter" button for FBI-checked records initiates immigrant card production at the CIS processing center.

TASK 4.5. TESTING. (Possible Future Requirement)

Although not currently required, ASCs in the future may provide citizenship testing support through issuance of a separate task order. In the event this is required, the contractor shall provide trained, qualified staff at that time to support CIS in the administering and scoring of civics tests to applicants seeking U.S. immigration benefits. The contractor shall provide testing services at ASC locations on a scheduled basis. Subjects tested may include U.S. History and Government, and English (reading, writing, speaking, and comprehension) using CIS-generated testing materials. Sites to provide testing services will be specifically delineated in future task orders.

This section summarizes the ASC Standard Operating Procedures to be utilized for testing services, subject to revision. A copy of procedures addressing the testing process will be provided to the contractor after issuance of the first task order for testing services. If testing sites are established, the contractor shall prepare updates to the ASC Standard Operating Procedures, to include a Testing Services module, in accordance with the requirements of this contract.

Customer Identity Verification. Customer's identity shall be verified. Demographic and biographic information shall be collected. The contractor shall enter the customer's information in the daily testing log.

Test Instructions/Administration. Testing may be administered using a printed test or by computer. The test shall be administered in English. The testing process shall be briefly explained and questions answered. The contractor shall proctor each timed test, and shall maintain control over testing materials throughout the testing process.

Test Scoring/Notification. The contractor tabulates the test score and records the score on the test log. A test results notice is generated and provided to the customer. The test shall be secured in a locked file cabinet.

Record Keeping/Mailing. At the end of each business day, tests that received a passing score shall be sent via 2-day delivery/courier to the appropriate CIS office. Passing tests conducted by computer may be printed out for mailing or forwarded by email transmission. The contents of each mailing shall be logged on a routing sheet that includes A-number and test log number. The ASCM keeps the original test log and copies of the routing sheet. Tests with an unsatisfactory score shall be destroyed, with ASCM approval. The number of tests administered and number of tests passed shall be included in reports to the Government.

TASK 4.6. PROGRAM MANAGEMENT SUPPORT.

The contractor shall provide program management support as necessary to provide quality ASC services. This shall include, as a minimum, the following:

1. General Project Management Services
2. Facility Management
3. Procurement/Logistics Management
4. Personnel Management
5. Quality Control Program Management
6. Training Program Management
7. Special Projects Management
8. Standard Operating Procedures Preparation/Updates
9. Transition Requirement and Plan

Task 4.6.1. General Project Management.

The contractor shall provide general project management services consisting of all activities associated with the overall administration of the project to ensure its successful operation including, but not limited to, the following:

Government Coordination. All activities associated with Government coordination and correspondence, e.g. meetings, presentations, and seminars.

Reports. All activities associated with the preparation, data collection, development, presentation, and distribution of reports (see Section 13, Deliverables and Section 16, Deliverable Schedule).

Invoicing. All activities associated with invoicing, including: assembling billing data, including all time and materials needed for preparing any responses to Government billing rejection letters; generation, distribution, and tracking of invoices; responding to billing inquiries; tracking which deliverables and/or units have been invoiced and which have not; and invoice reporting.

Travel. All activities associated with approved travel for contractor personnel, such as planning, scheduling, and procuring airfare, lodging accommodations, and ground transportation. All invoiced travel costs must be itemized in accordance with the General Services Administration (GSA) Federal Travel Regulation (FTR) in effect at the time of travel. Per Diem must comply with the applicable Government-approved allowances in effect at the time of travel.

Subcontracts. All activities associated with managing subcontractors, such as identification and qualification thereof, negotiation and issuance of subcontracts, obtaining Government approval for their use, review of invoices, and ensuring subcontract compliance with security clearances and other requirements of this contract.

Support. All activities associated with overall contract support staff, such as clerical, secretarial, data analysis, legal, and administrative support.

Task 4.6.2. Facilities Management.

The contractor shall provide facilities leasing and maintenance support for ASC sites as specified in contract orders. ASCs exist in 136 locations throughout the United States and U.S. territories. Fifty-five (55) locations are COLO sites (including seven temporary COLO sites) and 81 are SAs. ASC locations may be revised, added, or deleted throughout the life of this contract by task order. The contractor shall assume all existing SA leases (currently 81 leases).

The contractor shall provide facility management services for all contractor-leased SA sites consisting of all activities associated with the management of SA facilities. Facility management services apply only to SA facilities. Facility management services shall

include, but not be limited to: lease acquisition and build-out of space in geographic locations specified by CIS; building code compliance; janitorial services; insurance; repair and maintenance; utilities; telephone services; furniture/fixtures/signage selection, acquisition, and installation; and safety and security.

Lease Administration. The contractor shall ensure that all facility leases allow the placement of armed guards and security equipment such as x-ray equipment and magnetometers. (Although not currently required, future use of armed guards may be placed on individual task orders.) Contractors shall provide lease administration functions to include managing all substantive contact with landlords and agents to ensure compliance with lease terms. All existing leases shall be assumable, and the Government shall reimburse all approved lease and assumption costs for approved site locations.

Facility Database. The contractor shall develop and maintain a database of the status of all facilities leased under this contract. Upon contract completion, facility data will be provided to the Government.

Leasehold/Facility Improvements. Facilities shall be fully furnished and operational in accordance with Government site specifications and requirements. Leasehold improvements shall be made, if necessary, to bring each facility to Government specifications and requirements. Leasehold improvements shall be approved by CIS.

Construction Management. The contractor is required to provide facilities that meet Government site specifications and requirements. If approved, the contractor shall provide management services consisting of all activities associated with build-out of new SA sites and improvements/ refurbishment/alterations to existing SA facilities, including, but not limited to: obtaining building permits, providing architectural services, managing subcontractors, site visits, and ensuring compliance with appropriate city/state/federal construction regulations.

Maintenance. The contractor is required to provide facilities that meet Government site specifications and requirements. Repair and maintenance of facilities and facility fixtures shall be performed to keep each SA in working, professional order and appearance in accordance with Government requirements. Daily janitorial services shall be performed to keep each SA site in a clean and professional appearance.

SA ASC Facility Specifications

- (1) Americans with Disabilities Act (ADA) compliant.
- (2) Easily accessed by the public, e.g., strip malls and ground floor areas preferred.
- (3) Leased for an economic time period (usually five years) with an option to extend the lease for at least an additional five-year period. Sites anticipated to be of a temporary nature might be leased for shorter time periods, with Government approval.
- (4) Located near major transportation routes (if possible, accessible to public transportation such as buses and subway systems).
- (5) Accessible to public parking.

- (6) Accessible mornings, evenings, and weekends.
- (7) Be floored in tile or other durable surface to provide for heavy traffic and the moving of large equipment.
- (8) Compliant with all local building codes, e.g., fire, alarm, electrical, and sprinkler system.
- (9) Have heating, ventilation, and air conditioning (HVAC) systems capable of supporting LAN/WAN equipment, computers, and electronic biometrics equipment (approximately 50 to 90 degrees Fahrenheit and 20 to 80 percent humidity).
- (10) Meet electric power/voltage usage requirements of specialized ASC equipment.
- (11) Be cleaned on a daily basis. (e.g., trash removal, dusting, window cleaning, floor wash/vacuum, and bathroom maintenance)
- (12) Have as a minimum, two public restrooms (male and female), handicapped accessible.
- (13) Have similar physical layout as follows, as applicable: (a) waiting area with chairs (b) guard/receptionist area; (c) biometrics/applications area; (d) space for counter/desk/computer workstation(s); (e) potential testing area; (f) staff break room; (g) restrooms; (h) computer and/or supply room; (i) Site Supervisor office; and (j) ASCM office. The computer and/or supply room, Site Supervisor's office, and ASCM's office shall have doors with locks. (See Attachment C for sample floor plans.)

The Government will review SA space requirements at all applicable sites if testing services are ordered under the contract.

SA Facility Data. The Government will specify the general locations and size of each SA. The current size standards of SAs are as follows:

- (1) Small Office, approximately 2,400 square feet
- (2) Medium Office, approximately 3,600 square feet
- (3) Large Office, approximately 6,000 square feet
- (4) Extra-Large Office, approximately 11,600 square feet

SA locations and sizes may be revised, added, or deleted as determined necessary by the Government.

Insurance. Property insurance shall be provided for each SA site. In the event of a loss or claim, the deductible shall be billable to the Government unless the loss is caused by the negligence of the contractor or subcontractor. The contractor shall seek monetary compensation from the landlord on the Government's behalf in the event that actions or inaction of the landlord and/or another building tenant caused the damage. Insurance coverage shall specifically include the following: a) the loss and replacement of negotiable instruments (i.e., checks, money orders) at SA sites that accept negotiable instruments for performance under Task 4.4, Collection of Applications and b) the loss and repair/replacement of electronic biometrics capturing equipment.

Security. Alarmed security services shall be provided for each SA site to include closed-captioned television (CCTV) in locations approved by the ASC Program Manager. The security systems shall be connected to the local police and fire station. Other security features, to include door peepholes, window film, "panic" buttons, concrete barriers, armed guards, etc. may be required at SA sites, on a site-by-site basis, if approved by the Government. (Note: Although currently not required, future use of armed guards may be placed on individual task orders.)

Task 4.6.3. Procurement/Logistics Management.

Procurement Support. The contractor shall provide procurement management services consisting of all activities associated with the approved procurement of supplies and services needed for operation of the ASC sites and mobile routes, and not directly provided by the Government. The contractor shall provide as necessary all supplies, equipment, equipment maintenance, furniture, and services, including, but not limited to: modular furniture; chairs; general office supplies; fingerprinting supplies; copiers; facsimile machines; televisions and VCRs; electronic customer queuing systems; American flags and stands; cabling; anti-fatigue mats; and indoor and outdoor signs. Procurements must be properly documented to prove price competition was obtained, or to justify why competition was not obtained in accordance with FAR Part 44.303. The contractor shall combine requirements to obtain bulk discounts as feasible. All items procured by the contractor under this contract, except contractor-leased property, shall become the property of the Government and shall be returned to the Government upon contract completion.

The Government will provide electronic biometrics scanning equipment, computers, printers, and safes to the contractor. The Government may require the ASC contractor to lease or rent and maintain electronic biometrics equipment, or other equipment, during the life of this contract, in lieu of furnishing such equipment as Government-owned property. The contractor shall retain leased or rented equipment as contractor-owned equipment. The Contractor shall provide, at its own expense, refrigerators, microwaves, and other kitchen appliance and utensils necessary to stock the staff break room. The Government will not reimburse kitchen appliance and utensil costs.

Government Furnished Equipment (GFE) Logistical Support. The contractor shall provide all activities associated with the adequate care and safekeeping of all GFE acquired under this contract, including inventory, tracking of equipment moves and replacements, and reporting. Upon contract completion, up-to-date GFE inventory data shall be provided to the Government.

Task 4.6.4. Personnel Management.

The contractor shall provide personnel management services consisting of all activities associated with staffing including, but not limited to: recruitment; advertisement; screening; interviewing; reference checks; payroll; benefits administration; security clearance coordination; training coordination; equal employment opportunity (EEO);

sexual harassment in the workplace; operational safety and health (OSHA); and other applicable employment issues, benefits, and laws. See Section 5, Contractor Personnel, for Key Personnel desired. All personnel must meet security clearance requirements set forth in Section 20.

The contractor shall recruit and retain staffing levels to meet the requirements of the contract and orders for each ASC site. The contractor shall develop and maintain a staff retention program that will encourage continued employment of qualified personnel. This program shall also identify and offer advancement opportunities for employees with promotion potential.

The contractor's organization shall consist of sufficient program management personnel and on-site staffing at each ASC and other authorized locations to provide required ASC services. The contractor shall ensure the proper authorized security level for all Key Personnel and ASC staff (currently T1 - High Risk for Armed Guards, and T2 - Medium Risk for all other job categories). (Note: Although currently not required, future use of armed guards may be placed on individual task orders.)

The contractor shall provide personnel who have sufficient experience, education, and skills to successfully complete the performance of work and manage operations at the ASC sites. Personnel that offer bilingual capabilities will be pursued as preferred candidates to help provide a range of languages for communicating with immigrants whose first language may not be English.

The contractor shall provide only personnel who are fully qualified, trained, competent, and cleared to perform their assigned work and who possess the minimum qualifications for each labor category. All training shall be provided at the contractor's expense. See Section 6, Training Program.

Personnel must be flexible, open, and responsive to procedural changes and cooperative in implementing and testing new technology and standard operating procedures as the functional responsibilities within the ASC sites evolve.

Task 4.6.5. Quality Control Program Standards.

The contractor shall develop and maintain a quality control program. The quality control program shall consist of all activities associated with quality control and assurance to maintain, as a minimum, the quality standards specified in Attachment D.

Task 4.6.6. Training Program Management.

The contractor shall provide training services consisting of all activities associated with the implementation of a training program for ASC services including, but not limited to: procedural development, providing instructors, equipment, and supplies; logistical coordination of training facilities; printing and distribution of course material; and progress reporting. The contractor will be required to provide ASC staff that has

completed the minimum training specified in Section 6, Training Program. The Government, unless otherwise specified, shall not reimburse costs for contractor training requirements.

Task 4.6.7. Special Projects Support.

The contractor shall provide program management and administrative support to the ASC program for specialized short-term projects that may arise in response to congressional mandates, CIS directives, or other initiatives. This work includes, but is not limited to:

- Special program management/problem analysis assignments related to ASC operations
- Administrative coordination and support between CIS and other federal and state entities
- Special operational assignments related to pilot immigration programs and/or initiatives
- Specific, short-term benefits-related administrative projects requested by local district/sub-offices, when approved by the ASC Program Manager
- Special reports and data gathering in support of ASC operations and/or program performance assessments
- Assistance in developing procedures and plans to facilitate operational and/or organizational changes within the ASC Program

Task 4.6.8. Standard Operating Procedures Support.

The contractor shall support the ASC Program in providing new standard operating procedures (SOP) and maintaining current versions for all tasks under this PWS. The ASC Program Manager or the contractor, as necessary, may initiate revisions to SOPs. At a minimum, SOPs and updates must be delivered in accordance with Paragraph 16, Deliverable Schedule. New SOPs and revisions require Government review and approval prior to distribution. SOP revisions affect all ASCs unless specifically stated otherwise.

Task 4.6.9. Transition Requirement and Plan.

The contractor shall provide a transition and management support plan at the end of this contract in accordance with Paragraph 13.15, Transition and Management Support Plan.

5. CONTRACTOR PERSONNEL.

The contractor shall provide the following personnel to meet the requirements of this contract. The contractor shall provide only personnel who are fully qualified, trained, competent, and cleared to perform their assigned work. Contractor personnel shall not

perform work under any orders placed against this contract until they have satisfactorily completed the minimum training requirements specified in the Training Program, Section 6. All training to meet the minimum training requirements shall be at the contractor's expense. The key personnel proposed shall clearly possess the required education and experience delineated below to perform under this contract, as verified by a signed and dated resume by the individual. All staff employed by the contractor in a skill category shall meet the minimum requirements for that particular skill category.

Individuals anticipated to perform in the Armed Guard position must obtain a T-1, High Risk enter-on-duty determination or security clearance from CIS/DHS prior to beginning work under this contract and any resulting orders. All other individuals must obtain a T-2, Medium Risk enter-on-duty determination or security clearance from CIS/DHS prior to beginning work under this contract and any resulting orders. Contractor staff that receive the requisite T-1 or T-2 enter-on-duty determination, but are subsequently denied a final suitability determination at the required security risk level for the position shall be removed from the position and/or contract.

5.1. Key Personnel Categories.

- **Key Personnel.** The Corporate Project Manager, On-Site Project Manager, Human Resources Manager, Facilities Manager, Logistics Manager, Financial Manager, and Quality and Operations Manager positions, listed below, are considered key personnel essential to the work being performed hereunder. The Key Personnel positions are required to be filled prior to operational performance under this contract. Prior to replacing or diverting any of the specified individuals, the contractor shall notify the Contracting Officer via the Contracting Officer's Technical Representative reasonably in advance (but not less than 30 days) and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on contract tasks.
- **Skills. Educational Equivalency.** Degrees shall be from accredited institutions. Unless otherwise indicated, four (4) years of directly related experience may be substituted for a four (4) year college degree requirement; and seven (7) years of directly related experience, or a Bachelors degree and three (3) years of directly related, specialized experience, may be substituted for a Master's degree requirement. All experience presented, as educational equivalencies shall be in addition to the minimum/general experience requirements listed for each labor category, below.

The contractor shall propose labor categories that are similar, and technically equal, to the following labor categories:

5.2. Key Personnel.

(1) Corporate Project Manager

Minimum/General Experience: At a minimum, must have ten (10) years of overall project management experience. A minimum of five (5) years of the overall project management experience must be in a supervisory position. At least five (5) years of the overall project management experience must be in the Government contracts environment. At least two (2) years of the overall project management experience must be for overseas projects involving a U.S. citizen labor force. Must have demonstrated experience in managing complex, high dollar projects and/or contracts (\$30 million or more annually), meeting deadlines, and coordinating the planning and implementation of project activities and resources using demonstrated flexibility, adaptability, and problem-solving abilities. Must have demonstrated ability to apply international quality standards and processes (i.e., ISO) to project tasks.

Minimum Education: Masters Degree, or equivalent, in one of the following disciplines: business or public administration, technical management, information systems, engineering, finance/accounting, or related fields.

Functional Responsibility: This is a Full Time position. This position requires oversight and personnel management skills in order to direct, monitor, and motivate contractor employees in multiple locations. Requires sensitivity in regard to EEO, sexual harassment, union involvement, and other labor issues. The Project Manager must be proactive in informing the Government of significant issues, and be able to respond and take corrective action to issues brought by the Program Manager or COTR. Must have excellent interpersonal communications and coordination skills to direct project activities in coordination with multiple government agencies and other organizations. Must have excellent technical writing skills and the ability to prepare and present oral briefings to senior CIS management officials using various mediums. Must be able to travel frequently. Must be proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.

(2) On-Site Project Manager

Minimum/General Experience: At a minimum, must have eight (8) years of overall project management experience. At least three (3) years of the overall project management experience must be in the Government contracts environment. Must have demonstrated experience in managing complex, high dollar programs, projects, and/or contracts (\$30 million or more annually). Must have demonstrated experience in meeting deadlines, and coordinating the planning and implementation of project activities and resources using demonstrated flexibility, adaptability, and problem-solving abilities. Must have demonstrated experience in preparing complex statistical and analytical reports.

Minimum Education: Masters Degree, or equivalent, in one of the following disciplines: business or public administration, technical management, information systems, engineering, finance/accounting, or related fields.

Functional Responsibility: This is a Full Time position at CIS Headquarters. This position requires extensive analytical ability to develop complex statistical analysis, cost estimates, and analytical reports. Must have excellent interpersonal communication and organizing skills to coordinate project activities with contractor and Government representatives, conduct fact finding for special projects and/or to respond timely to Government inquiries, and present oral briefings to CIS management officials. Must have excellent writing skills to prepare SOPs and revisions. The On-Site Project Manager must be proactive in informing the Government of significant issues, and be able to respond and take corrective action to issues brought by the Program Manager or COTR. Must be proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.

(3) Facilities Manager

Minimum/General Experience: At a minimum, must have eight (8) years of experience in facilities management, to include experience in space requirements analysis; the acquisition, management, and closeout of real property leases; workspace design; facility alterations and repairs; new construction; acquisition of utilities and maintenance/janitorial services; and knowledge of building codes and regulations in the U.S. and abroad. Demonstrated experience in managing facilities outside of the U.S. and its territories is desired. At a minimum, must have at least three (3) years of demonstrated experience managing facility projects that totaled \$6 million annually. Must have demonstrated experience in planning and organizing multiple tasks. Must have demonstrated ability to use electronic databases to effectively manage complex facility projects.

Minimum Education: Bachelors Degree, or equivalent.

Functional Responsibility: This is a Full Time position. Must have excellent interpersonal and negotiating skills to deal with multiple landlords and facility vendors. Must be able to travel to conduct site visits, as necessary. Must have ability to handle complex multiple tasks. Must have ability to research building regulations and documentation required for construction projects. This position requires the ability to quickly adapt and take approved action, as necessary, to respond to changing requirements. Must be proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.

(4) Financial Manager

Minimum/General Experience: At a minimum, must have eight (8) years of experience related to financial management, budget execution, and/or accounting. Must have demonstrated experience in preparation of estimated needs and costs; use of financial management methods to track, monitor, reconcile, control, and maintain an audit trail of expenditures; and the preparation of complex billing invoices and expenditure reports. Must demonstrate financial management and/or accounting

experience for complex, high dollar projects (\$30 million or more annually). Demonstrated knowledge of Federal cost accounting standards is required.

Minimum Education: Bachelors Degree, or equivalent, in accounting, finance, business administration, applied mathematics, economics, or related area.

Functional Responsibility: This is a Full Time position. Must have strong financial management system skills to assure accurate financial report/invoice generation, and to generate new reports and/or formats, as necessary, to respond to Government inquiries and data requirements. Must be proactive in identifying and recommending new approaches to improve quality, cost and process inefficiencies.

(5) QA and Operations Manager

Minimum/General Experience: At a minimum, must have eight (8) years of experience in monitoring high volume service-industry operations and quality. Must have demonstrated experience in preparing and monitoring internal procedures for adherence to Government regulations and policies, and coordinating operational and administrative actions. Must have demonstrated experience in using international quality standards to standardize and improve operations. Conducting field audits (especially ISO audits) is desirable experience. At a minimum, must have two (2) years of experience in developing training requirements, preparing written training materials, and coordinating/scheduling formal classroom and informal, on-the-job training.

Minimum Education: Bachelors Degree, or equivalent.

Functional Responsibility: This position requires oversight and analytical ability to effectively assess operational compliance with quality standards and processes. The QA and Operations Manager must be able to travel to conduct quality reviews and operational process training. Must be able to identify problems and recommend timely solutions. Must have interpersonal and writing ability. Must be proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.

(6) Logistics Manager

Minimum/General Experience: At a minimum, eight (8) years of procurement and personal property management experience. Demonstrated experience shall include personal property/supplies needs analyses; and the acquisition, tracking, inventorying, reporting, maintenance and repair, and disposal of personal property in a Government environment. Must have demonstrated experience in maintaining personal property databases. Must have demonstrated experience in managing an inventory of at least 15,000 tracked items (i.e., quantities, not line items). Must have demonstrated knowledge of Federal property management regulations. Experience in office re-locations is desirable.

Minimum Education: Bachelors Degree, or equivalent.

Functional Responsibility: This is a Full Time position. This position requires research, negotiation, and coordination skills to deal with multiple suppliers and obtain best available prices, quality, and delivery. Must be able to effectively coordinate property management at all organizational levels to meet deadlines on multiple projects and to implement personal property procedures. Must be proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.

(7) Human Resources Manager

Minimum/General Experience: At a minimum, must have eight (8) years of overall experience in human resources management. Must have demonstrated experience in the resolution and administration of human resources benefits, payroll, and labor issues for 500+ employees. Must have demonstrated experience in assessing and resolving EEO, sexual harassment, union concerns, and other complex labor issues. Must have demonstrated experience in the resolution and administration of human resources/employment issues related to U.S. citizens working at overseas locations.

Minimum Education: Bachelors Degree, or equivalent.

Functional Responsibility: This is a Full Time position. Must have excellent interpersonal communications and coordination skills to direct project activities. Must have the ability to research and review labor laws, regulations, and policies, and recommend courses of action. Must be able to handle multiple tasks. Must be proactive in identifying and recommending new approaches to improve quality, cost, and process inefficiencies.

5.3. Non-Key Personnel - Desired Labor Categories.

(1) Site Supervisor

Functional Responsibilities: Site Supervisors are responsible for on-going, day-to-day facility operations and supervision of assigned ASC locations. Each ASC shall have a Site Supervisor. The Site Supervisor shall oversee equipment, maintenance, contractor staff, and security. The Site Supervisor shall work directly with the ASCM to implement procedures and ensure the integrity of biometrics, scheduling, application collection, testing, and other operational tasks at the assigned location, including applicable mobile routes. If the testing services task is ordered, the Site Supervisor shall be responsible for proctoring the test. Site Supervisors shall have a minimum of one year of previous supervisory experience and shall have completed the minimum ASC training requirements, including basic supervisory training, prior to performance on this contract. The ability to speak another language in addition to English is desired. Site Supervisors

must be flexible, open, and responsive to procedural changes and cooperative in implementing and testing new technology and standard operating procedures as the functional responsibilities within the ASCs evolve. Historically at ASC locations with less than four biometrics technicians, the Site Supervisor has performed the duties of the Quality Assurance Specialist.

(2) Quality Assurance (QA) Specialist

Functional Responsibilities: The contractor shall provide a fully trained individual who has knowledge of and can apply minimum FBI/CIS quality control standards. The applicable minimum ASC training requirements shall be completed prior to performing under this contract. Duties shall include utilizing a quality control system to ensure that biometrics, application collection, scheduling, testing, and other immigration benefits processes are completed in accordance with acceptable principles of internal control, and meet specified acceptable levels of quality as outlined in the standard operating procedures and this PWS.

(3) Quality Assurance (QA) Processor

Functional Responsibilities: The contractor shall provide a fully trained individual who has successfully completed the required minimum ASC training prior to performance under this contract. QA Processors shall be competent in accessing and querying CIS databases on a read-only basis, including Image Storage and Retrieval System (ISRS), Interagency Border Inspections System (IBIS), Central Index System (CIS), Computer Linked Application Information Management System (CLAIMS) 3 Mainframe, and other systems to determine an applicant's eligibility to receive an immigration benefit. QA Processors shall be knowledgeable of procedures applicable to specific benefits processed at the ASCs. (This is a new position.)

(4) Biometrics Technician

Functional Responsibilities: The contractor shall provide Biometrics Technicians (BTs) who successfully completed the required minimum ASC training for performance of their task. Duties shall include customer interface/greeting, initiation and completion of forms related to the biometrics and application processes, taking digital/manual biometrics, taking negotiable instruments where applicable, initiation and processing of database ID and quality checks, reconciliation of interim documentation and/or fee receipts, and scheduling and rescheduling of applicants. BTs shall be competent in using electronic/manual biometrics capturing equipment, in using all special supplies required to perform, and in the receipt and control of negotiable instruments and the issuance of interim documentation such as extension stickers, foils, and stamps. The contractor shall provide a sufficient number of BTs with valid driver's licenses and other identification to support the mobile routes at applicable sites. This job category is a front-line, customer service position that requires the ability to deal with people in a pleasant, professional manner. The ability to speak another language in addition to English is desired. BTs must be flexible, open, and responsive to procedural changes and

cooperative in implementing and testing new technology and standard operating procedures as the functional responsibilities within the ASCs evolve.

(5) Guard (Unarmed)

Functional Responsibilities: The contractor shall provide one or more unarmed uniformed security guards at locations specified in Attachment E. This position is a mandatory security requirement. The Government will specify the number and locations of unarmed guards to be provided under this contract. See Attachment E for authorized unarmed guard positions. Guards are not required on mobile routes, unless specified in contract orders. Unless otherwise specified, unarmed guards, not armed, will be required. Each guard shall have successfully met the required training for registration and licensing in the municipality, state, or country where performance will occur. Guards shall possess an appropriate security clearance, and must maintain a neat and professional appearance. This job category is a front-line, customer service position that requires the ability to deal with people in a pleasant, professional manner.

(6) Guard (Armed)

Functional Responsibilities: The contractor may be required to provide one or more armed uniformed security guards at ASC locations. Armed guards will be provided at locations that require enhanced security on a permanent or temporary basis, as required by task order. Each guard shall have successfully met the required training for registration and licensing at the location where performance will occur, must possess an appropriate security clearance, and must maintain a neat and professional appearance. Armed guards must be licensed to carry a weapon by all applicable governing authorities at the location assigned. This job category is a front-line, customer service position that requires the ability to deal with people in a pleasant, professional manner. (This is a new position and is a mandatory security requirement. The Government will specify the number and locations of armed guards. Although currently not required, future use of armed guards may be placed on individual task orders.)

(7) Assistant On-Site Program Manager

Functional Responsibilities: In addition to the On-Site Program Manager (Key Personnel category), the contractor shall provide one full-time Assistant On-Site PM to be located at CIS Headquarters, Washington, DC. The Assistant On-Site PM will assist the On-Site PM with administrative tasks such as data collection and compilation for reporting, security package submissions, and contractor/ASC Program office coordination. This position requires an individual with communication and organization skills to coordinate project activities with contractor and Government representatives, conduct fact finding to respond timely to Government inquiries, present oral briefings to the ASC Program office, and act as the On-Site PM in his or her absence. The Assistant On-Site Project Manager must be proactive in informing the Government of significant issues, and be able to respond and take corrective action to issues brought by the Program Manager or COTR.

6. TRAINING PROGRAM.

The contractor will be required to provide ASC staff that has completed the minimum training specified in paragraphs (a) through (g) below, prior to the staff performing under this contract and resulting task orders. The Government, at time of contract award, will provide ASC Standard Operating Procedures and/or training materials. The information contained in these materials is sufficient to meet the training requirements listed in paragraph (a) through (g). Item (h) will be provided to the contractor by the Government upon issuance of a contract order for the applicable task. Specific training material to comply with paragraph (i) is not available from the Government; however, the contractor may acquire this training through in-house or commercial training sources. The Government, unless otherwise specified, shall not reimburse costs for contractor training requirements.

As a minimum, staff training shall be provided in the following areas:

- a. **Overview of Mission.** The contractor shall provide as a minimum, an introduction to CIS (general history and application petitions that require biometrics capture), the background of the ASC program, and a summary of CIS quality procedures.
- b. **Customer Service.** The contractor shall provide as a minimum, professionalism, cross cultural sensitivity, problem resolution, non-verbal communication, ethics, social customs, and prevention of sexual harassment.
- c. **Biometrics Capture.** The contractor shall provide a biometrics process session approved by CIS to include, as a minimum: a description of the procedural workflow for each type of biometrics capture, required applicant documentation, forms of acceptable customer identification, fraudulent document recognition, electronic and manual biometrics capture techniques, use of electronic biometrics equipment, biometrics capture procedures, biographic data capture, and quality standards. Upon completion of the biometrics training session, personnel shall be able to produce classifiable biometrics in accordance with FBI/CIS policy and procedures.
- d. **Application Collection.** The contractor shall provide as a minimum, a description of the application workflow for hardcopy and electronic applications specified by CIS, required documentation at the time of application intake and/or processing; forms of acceptable customer identification; fraudulent document recognition, application processing initiation/completion, accessing ID/eligibility databases on a read-only basis and conducting database checks required for specific applications, quality standards, issuance and safeguarding of interim documentation, fee receipt, tracking, and safekeeping, and reconciliation reporting. (Significant revisions to application collection training are anticipated as the ASC Program moves to electronic application collection.)

- e. Scheduling. The contractor shall provide, as a minimum: an overview of scheduled immigration benefits, and types of scheduled services (i.e., biometrics capture, application in-take, and testing) required for specific benefits.
- f. Electronic Equipment Training: The Government in coordination with the equipment manufacturer will provide electronic biometrics equipment user training as necessary to the contractor upon award of a contract, and/or if new technology requiring significant process changes is introduced into ASC sites. Equipment user training will include equipment operation, basic care and safety requirements, and processing techniques to capture quality digital images.
- g. Security and Safety Training. The contractor shall provide, as a minimum: a description of physical security and safety measures in use at the ASC sites, instruction on usage, and basic security and safety techniques in the workplace.
- h. Testing Services (Possible Future Requirement). The contractor shall provide, as a minimum: an overview of the naturalization process, the purpose of civics testing, testing control measures, procedures for test proctoring, and quality standards.
- i. Supervisory Management. The contractor shall provide basic supervisory and/or refresher training for individuals in supervisory or back-up supervisory roles. Training may be completed in-house or through commercial training sources. As a minimum, training shall include supervisory and communication styles, assigning work, setting priorities, evaluating performance, taking disciplinary action, hiring process, Equal Employment Opportunity (EEO) principles and process, and prevention of sexual harassment.

If the contractor desires to alter Government-provided training material or change the media (e.g., using a video version instead of a written manual), the contractor shall submit its planned changes and schedule for delivery of revised training in the Training Plan. [NOTE – ASCs currently maintain VCRs for training purposes. DVD players are not currently available.] If approved, the contractor shall submit one set of revised training materials to be accepted in writing by the COTR. The contractor shall update training materials when deemed necessary by the Government. **All training documentation developed by the contractor under this contract shall become Government property.**

The contractor shall provide a copy of the Training Plan to the Program Manager for approval prior to commencing training.

7. WORK LOCATION.

The contractor shall provide on-site staffing at each ASC location. The Reference Library CD provides current existing staffing information by ASC location.

The contractor program management staff defined as Key Personnel in Section 5, Contractor Personnel, shall be located within 50 miles of Washington, DC for the life of the contract.

The On-Site Project Manager shall be a full-time position located at CIS Headquarters, 20 Massachusetts Avenue, Washington, D.C. The Government will provide office space and equipment and supplies normally used in an office environment for use by the On-Site Project Manager.

The Assistant On-Site PM shall be a full-time position located at CIS Headquarters, 20 Massachusetts Avenue, Washington, DC. The Government will provide office space, equipment, and supplies for use by the Assistant On-Site PM.

8. HOURS OF OPERATION.

The standard hours of operation are as follows:

SA ASC Offices (except Wilshire ASC):

Sunday	Closed
Monday	Closed
Tuesday to Saturday	8:00 a.m. to 4:00 p.m.

COLO ASC Offices and Wilshire ASC:

Saturday and Sunday	Closed
Monday to Friday	8:00 a.m. to 4:00 p.m.

Airport POE Hours of Operation.

Chicago-O'Hare	12:30 p.m. to 8:30 p.m.
New York JFK	12:30 p.m. to 8:30 p.m.
Los Angeles Int'l	9:15 a.m. to 5:15 p.m.
Newark Int'l	8:00 a.m. to 4:00 p.m.
Miami Int'l	11:45 a.m. to 7:45 p.m.
Atlanta	TBD

Exceptions to the above hours/workdays for a specific ASC may occur and will be made by the CO. Standard hours and/or workdays may change for all ASCs, subject to an advanced, 30-day, written notification from the CO. ASC sites are closed on all Federal (U.S.) holidays, to include unscheduled Federal holidays specified by Executive Order. Specific sites may close for local holidays and events (e.g., New Orleans ASC closes for Marti Gras, Puerto Rico ASC closes for Three Kings Day). When a Federal holiday falls on a Monday, SA ASCs observe the holiday on the Saturday prior to the holiday.

Workload may require the contractor to provide overtime, multiple work shifts, six-day workweeks, or to take other measures as necessary to accommodate the workload. The

contractor shall coordinate implementation of such measures with the Government for applicant scheduling purposes.

9. OTHER DIRECT COSTS.

9.1. Facilities.

The contractor shall lease and maintain approved facilities as specified in Task 4.6.2. on a reimbursable basis. Activities approved by the Government are reimbursable, to include: lease assumption, rent, building code/ regulatory compliance, facility improvement to meet Government specifications/requirements, build-out of new sites, repair and maintenance, janitorial services, insurance premiums and deductibles, safety improvements, utility and telephone service, security costs, signage, and other approved direct facility costs. The Government will revise the ODC amount, if necessary, for the addition of new approved sites and/or exercise of optional CLINs.

9.2. Equipment/Furniture.

The contractor shall obtain approved furniture and general office equipment on a reimbursable basis (See Task 4.6.3). If approved, the contractor shall be required to lease electronic equipment on a reimbursable basis. The Government will revise the ODC amount, if necessary, for the addition of new approved sites and/or exercise of optional CLINs.

9.3. Supplies.

The contractor shall provide approved biometrics and general office supplies. The Government will revise the ODC amount, if necessary, for the addition of new approved sites and/or exercise of optional CLINs.

9.4. Travel.

Contractor personnel shall be required to travel under this contract for mobile routes and other activities, if authorized by the Government. See Attachment A for established mobile routes. Direct travel costs are allowable, if approved in advance, for 1) mobile routes, 2) travel related to special projects, 3) ASCM course training at the Federal Law Enforcement Training Center, Glynco, GA. or 4) one-time training for new tasks added under the contract, if required by the Government. All invoiced travel costs must be itemized in accordance with the General Services Administration (GSA) Federal Travel Regulation (FTR) in effect at the time of travel. Per Diem must comply with applicable Government allowances in effect at the time of travel.

Direct travel reimbursement is not authorized to: 1) train staff (except Government-approved training), 2) conduct quality audits, 3) provide general program management functions (e.g., employment interviews, assess or correct staff performance, etc.), or 4) back up staff to handle workload. The Government will revise the ODC amount, if

necessary, for the addition of new approved sites/mobile routes and/or exercise of optional CLINs.

10. CONTRACTOR FURNISHED EQUIPMENT.

Utensils and kitchen appliances to stock a staff break room at ASC sites may be furnished by the contractor at its own expense.

11. GOVERNMENT FURNISHED EQUIPMENT/FACILITIES.

The Government will provide or reimburse the contractor for all equipment and facilities required to perform the tasks ordered under this contract, except for those listed above in Section 10.

12. INVOICES.

The contractor shall submit individual invoices by the 10th working day following the end of each monthly reporting period. One complete hardcopy invoice and back-up information shall be submitted directly to the COTR for certification. The contractor shall also provide one invoice copy and back-up information in electronic format. Invoice back-up information shall be provided as follows:

12.1. Labor Section. Provide total monthly number of Biometrics/I-90 applicants processed 1) by CLIN; 2) by ASC site under each CLIN; and 3) for total program. Provide price calculations and monthly subtotal price by CLIN. Provide total monthly price for Labor. Provide total monthly hours worked for each ASC job category 1) by CLIN and 2) by ASC site.

12.2. Other Direct Costs Section. Provide a breakdown of all approved costs as follows:

Facilities – Provide separate itemized categories for each type of facility cost, e.g., Leases/Rent, Janitorial Service, Electricity, Water/Sewer, Telephone Service, Long Distance, Natural Gas/Heating Oil, Build-outs/Alterations, Repair/Maintenance, Security, Licenses/Fees, Outside Rentals, Insurance, Garbage and Waste Disposal, Pest Control, Security Monitoring Service, etc. Itemize each transaction to include vendor, item description/site, transaction date, and dollar amount. Subtotal each category and provide the total monthly amount for Facilities.

Equipment/Furniture – Provide one itemized category for Equipment and one for Furniture. Itemize each transaction to include vendor, item description/site, transaction date, and dollar amount. Subtotal each category and provide the total monthly amount for Equipment/Furniture.

Supplies – Itemize each transaction to include vendor, item description, transaction date, and dollar amount. Provide the total monthly amount for Supplies.

Travel – Provide separate itemized categories for each type of travel cost, e.g., Airfare, Lodging, Per Diem, Rental Car, and Miscellaneous. Itemize each transaction to include name of traveler, reason for travel, destination, beginning/ending dates of travel, and dollar amount. Provide the total monthly amount for Travel.

When requested by the COTR, contractor labor back-up information by CLIN, employee name, and hours worked shall be delivered to the COTR for review. The COTR will forward the certified invoice to the Contracting Officer for processing.

13. DELIVERABLES.

The contractor shall prepare the reports as described in this section. The COTR may require other daily, quarter-monthly, monthly, and quarterly progress and status reports. Unless otherwise specified, reporting requirements cover all ASC sites.

13.1. Project Management Plan.

Ten calendar days after award of the first order, the contractor shall develop and deliver a Project Management Plan (PMP) for all tasks issued under the specified order. At a minimum, the plan shall include deliverables, objectives, and risks, as well as a schedule of major milestones, target dates, and responsibilities. The contractor shall establish criteria for the successful accomplishment of each milestone. For example, the criteria may be a series of tasks completed or other cost, schedule, and technical criteria that must be met. The PMP shall be submitted to the CO and COTR for review and approval.

13.2. Quality Control Plan.

The contractor shall deliver a Quality Control Plan to the COTR and CO within 30 calendar days after award of the first order. This document shall present the contractor's plan to implement a Quality Control Program and must address, as a minimum, the quality control standards in Attachment D. The Government will have fifteen (15) calendar days to review the plan and provide comments to the contractor prior to acceptance. Within 15 calendar days of receipt of the Government's comments, the contractor shall submit a final Quality Control Plan to be approved in writing by the COTR. The contractor shall submit an updated Quality Control Plan to the COTR and CO whenever the contractor revises its plan.

13.3. Training Plan.

The contractor shall deliver a Training Plan to the COTR and CO within 30 calendar days after award of the first order. This document shall present the contractor's plan to implement a Training Program and must address the minimum staff training identified in Section 6, Training Program. The Government will have fifteen (15) calendar days to review the plan and provide comments to the contractor prior to acceptance. Within 15 days of receipt of the Government's comments, the contractor shall submit a final

Training Plan to be approved in writing by the COTR. All training documentation developed by the contractor shall become Government property.

13.4. Monthly Report.

A Monthly Report shall be prepared and delivered to the COTR and CO within seven (7) working days after the end of the month. Each Monthly Report shall contain, but not be limited to, the following:

Narrative description of work performed, by task or sub-task, during the reporting period. The contractor shall report task status in accordance with the milestones and objectives identified in the appropriate project plan. The narrative description shall include, but not be limited to, significant progress made during the reporting period under each major task requirement of the PWS, including operational and program management tasks/sub tasks; cumulative project statistics (* See Below) and identification of significant deliverables produced; all activities which were scheduled to be completed during the reporting period but were not completed; identification of any problems encountered or anticipated that will affect the on-going work requirements or completion of work within specified time periods, together with recommended solutions to such problems; and significant work planned for the next reporting period. Provide a list of security clearance packages submitted, with the following information: Last Name, First Name, Position, Site Code, Site Name, Date Sent to Security, and Number of Days at Security. Provide a list of Employee Terminations during the month, to include a breakdown including the following, by contractor and subcontractor name: Site Code, Termination Date, Employee's Name, Social Security Number, and Reason for Termination. The monthly termination list should be a roll-up of Termination Reports submitted during the month. Merely presenting an outline of work accomplished, or indicating that work on a task is continuing from the previous month, is not acceptable. Narratives shall be detailed enough to allow Government personnel to identify specific actions performed by the contractor during the month in accomplishing tasks and/or resolving issues.

* The Monthly Report must include, but is not limited to, the following statistics:

- (1) Total Biometrics Applicants Processed in report month.
- (2) Number of BT Hours Spent Processing Biometrics Applicants in report month.
- (3) Total I-90 Applicants Processed in report month.
- (4) Number of BT Hours Spent Processing I-90 Applicants in report month.
- (5) Total Bio/I-90 Applicants Processed in report month (Must match total applicants processed number in monthly invoice and quarter-month production reports).
- (6) Average Number of Biometrics Applicants Processed Per Hour Per BT in report month.
- (7) Average Number of I-90 Applicants Processed Per Hour Per BT in report month.
- (8) Total Scheduled in report month.

- (9) Number of People Turned Away in report month (Must match total Turn-Aways reported in Turn-Away Reports and Significant Incident Reports for the report month).
- (10) FBI Reject Rate for report month.
- (11) Customer Satisfaction Rate for report month.
- (12) Number of Customer Service Cards Returned in report month.
- (13) Customer Service Card Return Rate in report month.
- (14) Number of Inoperable Electronic Workstations, Site Name, Days Down, Current Status of Workstation (Up, Down).
- (15) Cumulative Current Fiscal Year Statistics to Date and by Fiscal Quarter for:
 - (a) Total Biometrics Applicants Processed
 - (b) Total I-90 Applicants Processed
 - (c) Total Scheduled
 - (d) Total Turn-Aways
 - (e) Biometric Applicants Processed Per Hour Per BT
 - (f) Form I-90 Applicants Processed Per Hour Per BT

13.5. Monthly Contract Order Report.

The purpose of this report is to ensure both the Government and the contractor maintain an accurate record and common understanding of all orders issued under this contract, and their financial status. The report shall be delivered to the COTR and CO by the 7th working day following the end of each monthly reporting period. This report shall contain, as a minimum, for each order:

- (1) Order Number
- (2) Order issuance date.
- (3) Current amount obligated and history of any modifications on the total amount.
- (4) Total amount obligated by CLIN.
- (5) Amount expended by CLIN for the current reporting period.
- (6) Cumulative amount expended by CLIN for the Order.
- (7) Balance remaining by CLIN for the Order.

13.6. Government Owned Property Report.

The contractor shall deliver a Government Owned Property Report to the COTR and CO by September 15 of each year (for Government property in the contractor's possession as of August 31), and as required during the year by the COTR. The purpose of this report is to maintain current and accurate records of the property type, location, and identification number, quantity of any property furnished to the contractor by the Government or acquired by the contractor on behalf of the Government for use under this contract. The contractor should note that this might include furniture, specialized information technology (IT) equipment and software, office equipment, etc. To support this function, the contractor shall conduct a quarterly review of all Government owned

property in its custody and document and update the holdings in each office location. The report shall contain, as a minimum, the following information:

- (1) Item type
- (2) Item description
- (3) Model
- (4) Manufacturer
- (5) Serial number
- (6) CIS-PCN #
- (7) Leased or purchased
- (8) Purchase Date
- (9) Acquisition Cost
- (10) X-Code (Location)
- (11) District
- (12) Site Name
- (13) Unit of Measure (UOM)
- (14) Remarks

Upon contract completion, these reports will be used in conjunction with invoice records to determine GFE to be returned to the Government.

13.7. Department of Homeland Security Contractor Report of Government Property.

The contractor shall prepare and deliver DHS Form 0700-05, Contractor Report of Government Property, to the CIS Contracting Officer and COTR by September 15 of each year, for Government property in the contractor's possession as of August 31 of each year. The report shall include, as a minimum, the following:

- (1) Contract Number
- (2) Report Period Ending
- (3) Contractor Name and Address
- (4) Contracting Office Name and Address
- (5) Name and location of Government owned, contractor-operated plant (if applicable)
- (6) Name and address of subcontractor(s) possessing Government property
- (7) Date contractor's property control system approved, and by whom
- (8) Type of Property (as defined in FAR Part 45), and Starting and Ending Cost and Quantity Balances for each Type
 - (a) Land and rights therein
 - (b) Other real property, including utility distribution systems, buildings, structures, and improvements thereto
 - (c) Plant equipment
 - (d) Special test equipment
 - (e) Special tooling
 - (f) Materials in stock

(9) Contractor property administrator signature and date signed

13.8. Production Report.

The contractor shall prepare and deliver a production report four (4) times per month, in equal time increments, to cover the report month. The report is due to the COTR and CO four (4) working days after the end of each quarter-month reporting period. The report shall include, as a minimum, the following:

- (1) ASC Site Code
- (2) ASC Site Name
- (3) Location Type (i.e., SA, COLO)
- (4) Total Biometrics Workstations
- (5) Biometrics Capacity
- (6) Total I-90 Workstations
- (7) I-90 Capacity
- (8) Total Site Capacity
- (9) Number of Applicants Scheduled
- (10) Number of Workstations Not Operational
- (11) Number of Code 1 Biometrics Processed
- (12) Number of Code 2 Biometrics Processed
- (13) Number of Code 3 Biometrics Processed
- (14) Number of Manual Code 1 Biometrics Processed
- (15) Average Number of Biometrics Processed Per Hour Per BT Per ASC Site
- (16) Average Number of Biometrics Processed Per Hour Per BT For Each CIS District
- (17) Number of I-90s Processed
- (18) Average Number of I-90s Processed Per Hour Per BT Per ASC Site
- (19) Average Number of I-90 Processed Per Hour Per BT For Each CIS District
- (20) Percentage of Site Capacity Utilized
- (21) Total Number of Tests Administered – Not Currently Required in Report.
- (22) Total Number of Tests Successfully Passed – Not Currently Required in Report.

The Government anticipates Production Report items will require revisions to accommodate tasks as ordered. The items listed above are a representative example of the types of reporting items that will be required. The Government may add or delete specific report items during the life of the contract.

13.9. Significant Event/Incident Reports.

The contractor shall prepare and submit ASC Significant Event/Incident Reports to the COTR and CO within 72 hours of an incident. Reports shall be limited to one page per incident. The reports shall include, as a minimum, the following:

- (1) CIS District

- (2) Site/mobile route affected
- (3) Date of incident
- (4) Time of incident
- (5) Details and circumstances of incident
- (6) Site Supervisor signature
- (7) ASCM signature

13.10. Application Reconciliation Report.

The contractor shall prepare and submit a daily reconciliation report at each ASC site for applications where interim documentation (e.g., a sticker) was issued. The contractor shall submit the Application Reconciliation reports to the COTR and CO each business day for applications processed that day. The report shall include, as a minimum, the following:

- (1) Site Location X-Code
- (2) Reporting Date
- (3) Issuance Date
- (4) Type of Action
- (5) Interim Documentation Number (e.g., Sticker number)
- (6) Applicant A-Number
- (7) Applicant Name
- (8) Applicant Date of Birth
- (9) Employee ID
- (10) Voided (Yes/No)
- (11) Reason Voided
- (12) Fee Type
- (13) Fee Amount
- (14) Site Supervisor Signature
- (15) ASCM Signature

13.11. Monthly Staffing Report.

The contractor shall prepare and submit a monthly report to the COTR and CO by the 15th working day following the end of the month. The report shall include, as a minimum, the following:

- (1) CIS District
- (2) ASC Site
- (3) Contractor Staff by Last Name, First Name
- (4) Position Held
- (5) Term of Employment (i.e., Full-Time, Part-Time, On-Call)
- (6) Subcontractor Company Name (if applicable)
- (7) Contract Start Date
- (8) Social Security Number
- (9) Status of Security Clearance (i.e., Pending, EOD, FSD)

(10) Security Clearance Level (i.e., T-1, T-2)

13.12. Termination Report.

The contractor shall prepare and submit a Termination Report four (4) times per month, in equal time increments, to cover the report month. The report shall be submitted to the COTR and CO four (4) working days after the end of the quarter-month reporting period. The report shall include, as a minimum, the following:

- (1) Terminated Contractor Staff by Last Name, First Name
- (2) ASC Site Affected
- (3) Social Security Number
- (4) Subcontractor Company Name (if applicable)
- (5) Reason for Termination (i.e., Declined Position, Voluntary Resignation, Involuntary Termination – For Cause (Discharged), Not For Cause (Administrative or other Reason), Final Security Clearance Denied, Deceased)

13.13. Applicant Turn-Away Report.

The contractor shall prepare and submit an Applicant Turn-Away Report four (4) times per month, in equal time increments, to cover the report month. The report shall be submitted to the COTR and CO four (4) working days after the end of the quarter-month reporting period. The report shall include, as a minimum, the following:

- (1) ASC Location Code
- (2) ASC Name
- (3) Type of Location (SA, COLO)
- (4) Number of Biometrics Applicants Turned Away by Site by Day of Week.
- (5) Number of I-90 Applicants Turned Away by Site by Day of Week.
- (6) Total Turn-Aways by Site during reporting period.
- (7) Cumulative Turn-Aways by Site during month.
- (8) Total Number of Biometrics Applicants Turned Away during reporting period.
- (9) Total Number of I-90 Applicants Turned Away during reporting period.
- (10) Cumulative Total Turn-Aways during month.
- (11) Reason(s) for Turn-Aways Per Incident.

13.14. Standard Operating Procedures (SOP).

The contractor shall deliver new standard operating procedures (SOP) and maintain current versions for all tasks under this PWS. The ASC Program Manager or the contractor, as necessary, may initiate revisions to SOPs. At a minimum, SOPs and updates must be delivered in accordance with Section 16, Deliverable Schedule. SOPs shall be provided to the CO, COTR, and ASC Manager. The SOPs shall contain: overview, table of contents, detailed operational procedures, and points of contact.

13.15. Transition and Management Support Plan.

The contractor shall deliver a Transition and Management Support Plan (if required) one hundred twenty (120) days before the expiration of this contract, or within 30 calendar days after requested by the Contracting Officer. The contractor shall be required to support all transition efforts for follow-on requirements. The Transition Plan and support shall be as follows:

- Transition Plan shall include, as a minimum:
 - Status of all Deliverables
 - List of all Government-Furnished Property at each ASC site
 - One copy of all current facility leases (electronic)
 - One copy of all current facility floor plans (electronic)
 - One printout of facility database information, to include for each SA ASC site, at a minimum: square footage, landlord contact information, leasing information, construction/repair history, surveys, structural/building code problems and fixes, security features (i.e., CCTV, etc), maintenance vendor contact names and telephone numbers, utilities vendors (i.e., telephone, electric, water, natural gas, internet, etc.) with contact names and telephone numbers, and other facility data
 - Major operational problems encountered within the last 12 months of contract performance, and fixes
 - Current issues, problems, or activities in process, which require immediate action
 - Updated SOPs (in hard copy and electronic format).
 - Staffing list, by location, name, and job category, including subcontractor staff and current vacancies (electronic)
 - List of new hires in the CIS security clearance pipeline
 - List of furniture/equipment/supply vendors with contact names and telephone numbers
 - One set of updated training materials
- Management Support Plan on how the contractor intends to transition follow-on requirements and the list of key personnel involved in this effort.
 - Identify final deliverables due
 - Identify and provide a schedule and list of coordinated activities required for assumption of leases by incoming contractor(s)
 - Identify and provide a schedule for final inventory of GFP at each ASC site prior to transition, and proposed mechanisms to ensure inventory accuracy and completeness
 - Identify and provide a schedule of routine events for continuity of program (example: reports, processes)
 - Identify and provide a schedule for turnkey transfer of facilities and operations.

13.16. Special Project Reports.

The contractor shall provide Special Project Reports when required under Task 4.6.7, as specified by the Government.

13.17. Status Briefings.

The contractor shall attend meetings with the COTR, Program Manager, and/or other CIS project participants when required, and verbally report on work accomplished, work in progress, plans for future work, and issues pertinent to work performance that require CIS attention and/or approval.

14. POST AWARD CONFERENCE.

The contractor shall meet with the COTR, Program Manager and Contracting Officer within five calendar days of award of the first order. The meeting will be to identify primary points of contact, discuss scope, task(s), and an understanding of technical approach for ASC services. The contractor shall incorporate issues, findings, and understanding of the project in its Project Management Plan, required in Section 13.1.

15. CONTRACTOR PERFORMANCE REVIEW.

The COTR and ASC Program Manager will periodically evaluate the manner in which the contractor performed in accordance with contract requirements and standards such as: good workmanship, the contractor's record of forecasting and controlling cost; the contractor's adherence to contract schedules, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and generally, the contractor's business-like concern for the interest of the customer.

- After start of performance, the COTR and ASC Program Manager will meet with the contractor at least once annually to discuss the contractor's past performance.
- The Contracting Officer or Contract Specialist may attend the annual meetings.

The contractor shall present an oral and written Contract Status Report at the Contractor Performance Review.

16. DELIVERABLE SCHEDULE.

The contractor shall provide deliverables as specified under the contract for review and acceptance. The contractor shall provide the deliverables in electronic format to the extent possible. All documentation developed by the contractor shall become the property of the Government and shall not contain proprietary markings.

DELIVERABLE SCHEDULE

Deliverable	Due Date	Requirement
Post Award Conference and Report	5 calendar days after award of 1 st Order	Section 14
Project Management Plan	10 calendar days after award of 1 st Order	Section 13.1
Quality Control Plan	30 calendar days after award of 1 st Order, and when updated	Section 13.2
Training Plan	30 calendar days after award of 1 st Order	Section 13.3
Monthly Report	7 working days after end of each month	Section 13.4
Monthly Contract Order Report	7 working days after end of monthly reporting period	Section 13.5
Government Owned Property Report	By September 15 of each year, and as requested by COTR	Section 13.6
DHS Government Furnished Equipment Report (DHS Form 0700-05)	By September 15 of each year	Section 13.7
Production Report	4 working days after end of each quarter-month reporting period	Section 13.8
Significant Event/Incident Report	Within 72 hours of incident	Section 13.9
Application Reconciliation Report	Each business day	Section 13.10
Monthly Staff Report	15 working days after end of month	Section 13.11
Termination Report	4 working days after end of each quarter-month reporting period	Section 13.12
Applicant Turn-Away Report	4 working days after end of each quarter-month reporting period	Section 13.13
Standard Operating Procedures (SOPs) and Revisions	Continuous through life of contract as directed by the COTR/ASC PM. Draft SOP(s) for new tasks are required 90 days after 1 st order for specific tasks. At a minimum, existing SOPs shall be updated by June 30 of each year.	Section 13.14
Transition and Management Support Plan	120 days before expiration of contract, or 30 days after PCO request (if required)	Section 13.15
Special Project Reports	As required by COTR/ ASC PM	Section 13.16
Status Briefings	As required by COTR/ ASC PM	Section 13.17
Contract Status Report	During Contractor Performance Review	Section 15

Unless otherwise stated, and as applicable, the Government will have 20 working days to review and provide comments to the contractor prior to acceptance of all deliverables. The contractor must then respond ten working days after receipt of Government comments. Two copies of all deliverables shall be submitted, one to the COTR and one to the CO for review and approval. For presentations and/or briefings, the contractor shall use MS Office Suite or other requested mediums compatible with the ASC Program environment. The Government reserves the right to add or delete deliverables under the contract tasks to respond to Congressional and/or CIS changes to the ASC Program.

17. DOCUMENTATION.

All documentation developed by the contractor will become the property of the Government.

18. CONFLICT OF INTEREST.

The contractor and its employees are not authorized to perform any work under this contract and orders that, due to any business, personal, or other type of relationship, could create a potential conflict of interest, or might present an appearance of a conflict of interest. In addition, any information provided to the contractor during performance of any orders under this contract is strictly confidential and cannot be used for financial gain.

19. INHERENTLY GOVERNMENTAL FUNCTIONS RESERVED FOR GOVERNMENT OFFICIALS.

Tasks to be fulfilled under this contract and any resulting orders do not involve the performance of inherently governmental functions. In compliance with FAR 7.5,

- (a) The final determination(s) or decision(s) which result from consideration of the alternatives provided by the contractor report(s) is/are reserved for Government officials;
- (b) Contractor personnel working under this contract and orders will properly identify themselves as such at all times; and
- (c) All documents or reports produced by the contractor will be suitably marked to identify them as contractor work products, and not official Government material.

20. SECURITY REQUIREMENTS.

20.1. General

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

20.2. Suitability Determination

USCIS shall have and exercise full control over granting, denying, withholding or terminating unescorted government facility and/or sensitive but unclassified information access for Contractor employees, based upon the results of a background investigation. USCIS may, as it deems appropriate, authorize and make a favorable entry on duty

(EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by USCIS, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a USCIS facility without a favorable EOD decision or suitability determination by the Office of Security & Investigations (OSI). Contract employees assigned to the contract not needing access to sensitive but unclassified information or recurring access to USCIS' facilities will not be subject to security suitability screening.

20.3. Background Investigations

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

1. Standard Form 85P, "Questionnaire for Public Trust Positions"
2. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement"
3. FD Form 258, "Fingerprint Card" (2 copies)
4. Form DHS-11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Position Designation Determination for Contract Personnel Form

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

National Security Clearances (NSC) granted by DSS will be accepted by USCIS for access to sensitive but unclassified information. In lieu of security paperwork OSI will accept a Visit Authorization Request (VAR) for a contract employee with an active NSC granted within the last five years and an adequate background investigation completed

within the last five years. In addition to the VAR a Personal Data Form (PDF) and cover sheet must be submitted to the COTR.

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

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

20.4. Employment Eligibility

The Contractor must agree that each employee working on this contract will have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to USCIS for acts and omissions of his own employees and for any Subcontractor(s) and their employees to include financial responsibility for all damage or injury to persons or property resulting from the acts or omissions of the contractor's employees.

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

20.5. Continued Eligibility

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

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

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

The Contractor will report any adverse information coming to their attention concerning contract employees under the contract to USCIS OSI. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the employees' name and social security number, along with the adverse information being reported.

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

20.6. Security Management

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

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

20.7. Information Technology Security Clearance

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

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

20.8. Information Technology Security Training And Oversight

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

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

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

PWS ATTACHMENTS

- A. Mobile Routes**
- B. Standard Mobile Route Supplies**
- C. Sample Floor Plans**
- D. Performance Requirements Summary (PRS) - Quality Standards**
- E. Mandatory Security Guard Staffing**
- F. ASC Site Listing**

ATTACHMENT A

**Current ASC Mobile Routes
Domestic and US Territories**

<u>ASC Hub</u>	<u>Mobile Routes</u>
1 Anchorage, Alaska	Ketchikan, Dutch Harbor, Nome, Kodiak, Fairbanks
2 Agana, Guam	South Pacific
3 Honolulu, Hawaii	Lanai, Molokai, Maui, Kailua Kona, Lihue

Current as of November 2005

ATTACHMENT B

Mobile Route Supplies - Electronic Process	Mobile Fingerprint Route Checklist	Comments
FD-258 Cards		
Postmortem Strips (LH & RH)		
Postmortem Spoon		
Latex Gloves		
Corn Huskers Lotion		
Rubber Bands		
Paper Towels		
Moist Towelclites		
9X12 Envelops		
File Folders		
Ink Pad and Ink		
Roller		
Print stand(s)		
Waterless Ink Remover		
Glue		
Courier Service Airbills and Pockets		
ASC Batch Cover Sheets		
Trash Bags		
Fingerprint Magnifying Glass		
Scissors		
Tape		
Clip Boards		
Pens		
Paper Pads (Writing)		
Storage/Shipping Containers		
Laptop with Manual and Electronic Process Software		
Printer		
Extension Cords		
Live Scan Capture Device		
Digital Camera		
Digital Signature Pad		
Tripod		
CD-ROM Burner		
CD-RW (Compact Disks - Read-Write Capable)		
Shipping Containers		
Extra Laptop Batteries		
Power Adaptors		
Spare Toner Cartridge for Printer		
Bar Code Reader (1D and 2D)		
Signature Pad Batteries		
Photography Light(s)		
Camera Batteries		

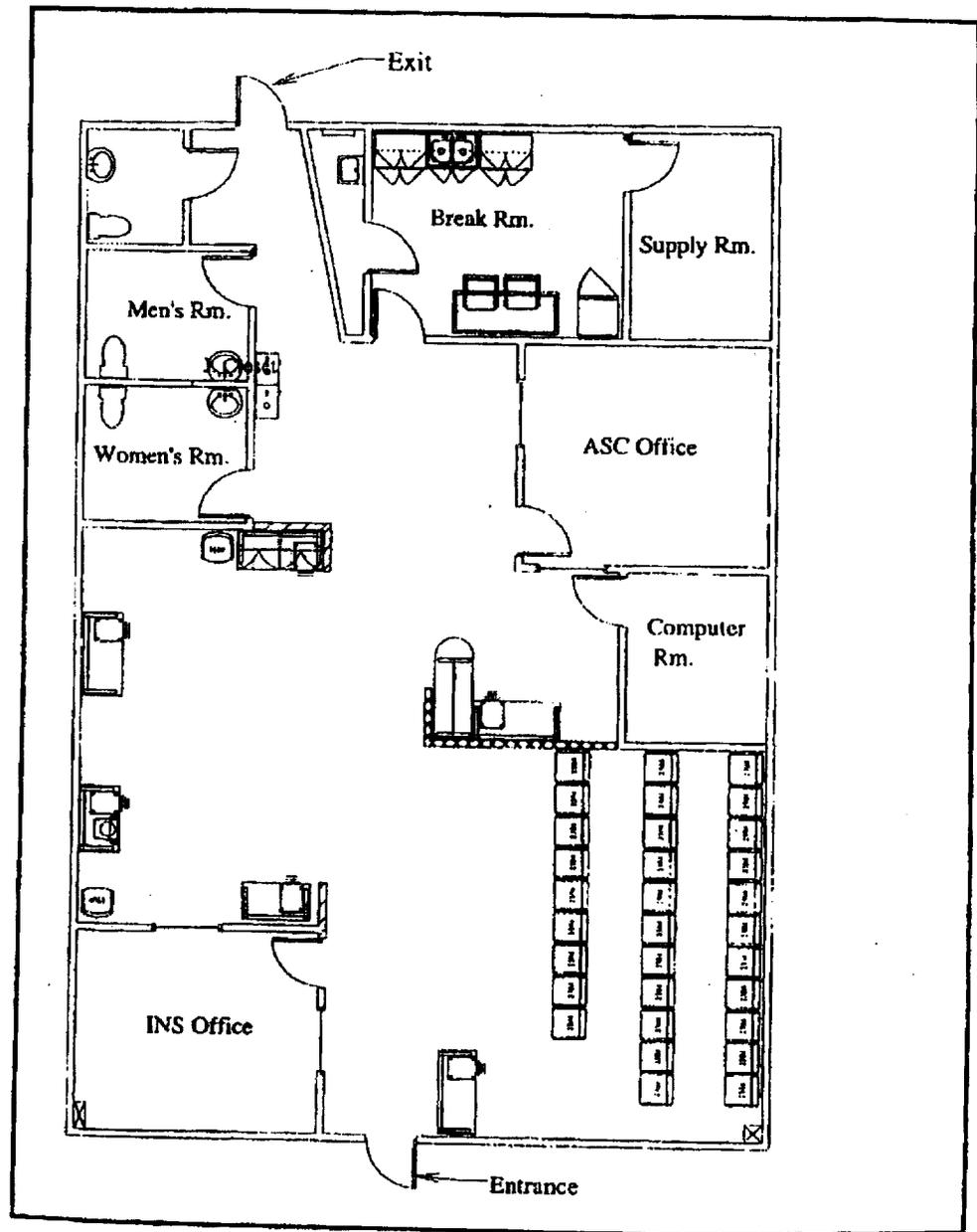
Date of Route: _____ Destination: _____

District: _____ Office: _____

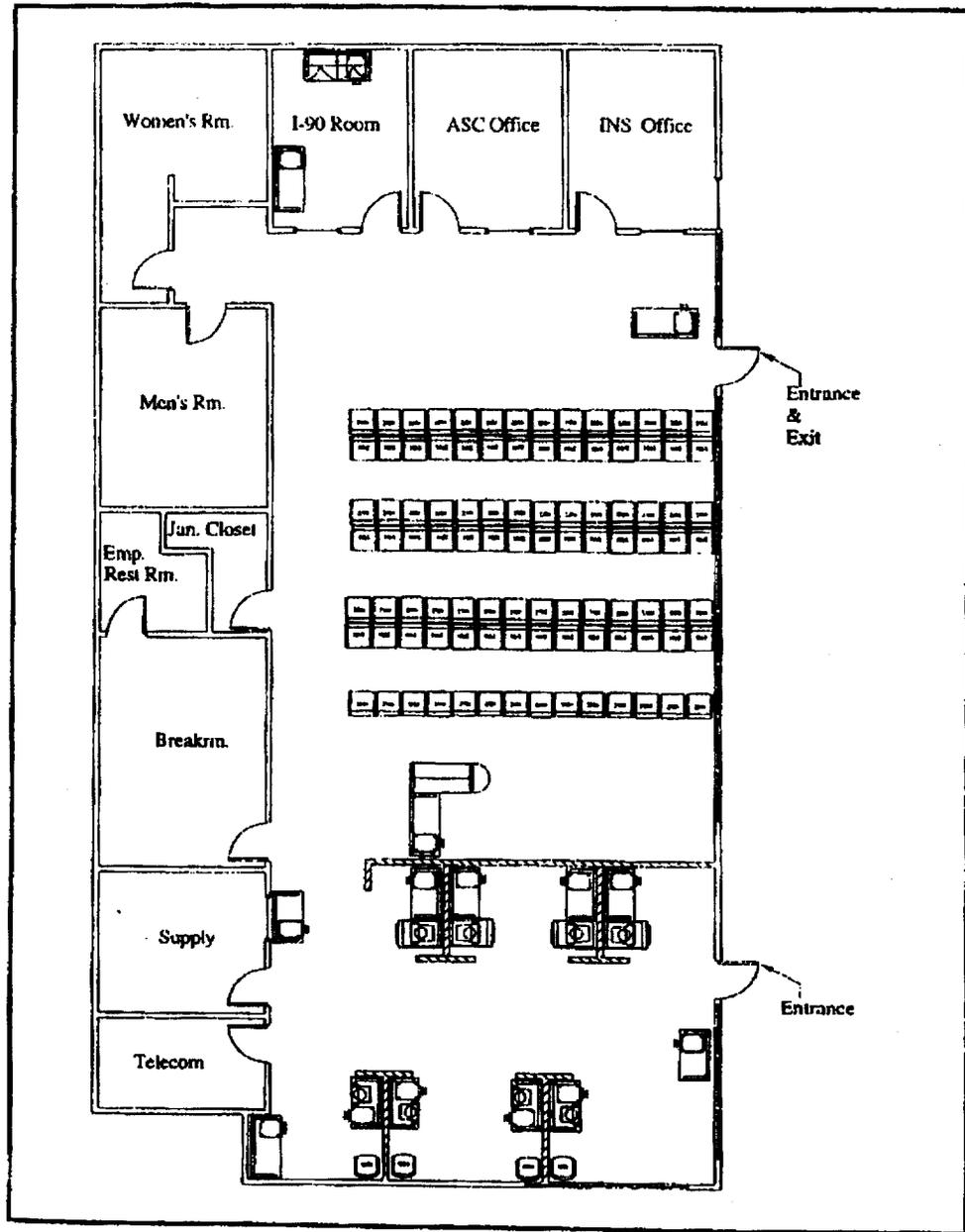
Supervisor or ASC Technician Signature: _____

CIS Representative Signature: _____

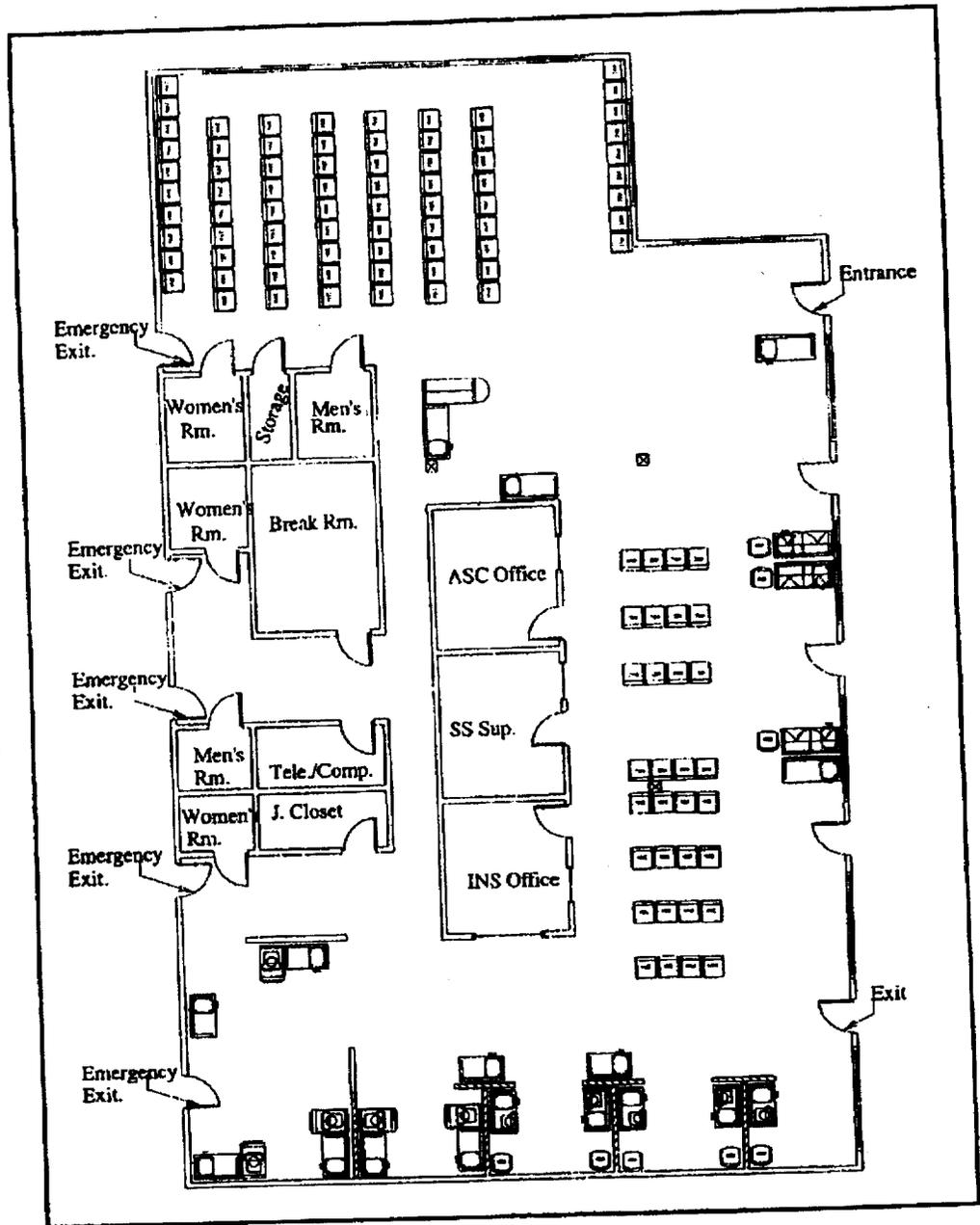
**ATTACHMENT C - TYPICAL SMALL CIS ASC LAYOUT
2,400 SQUARE FEET**



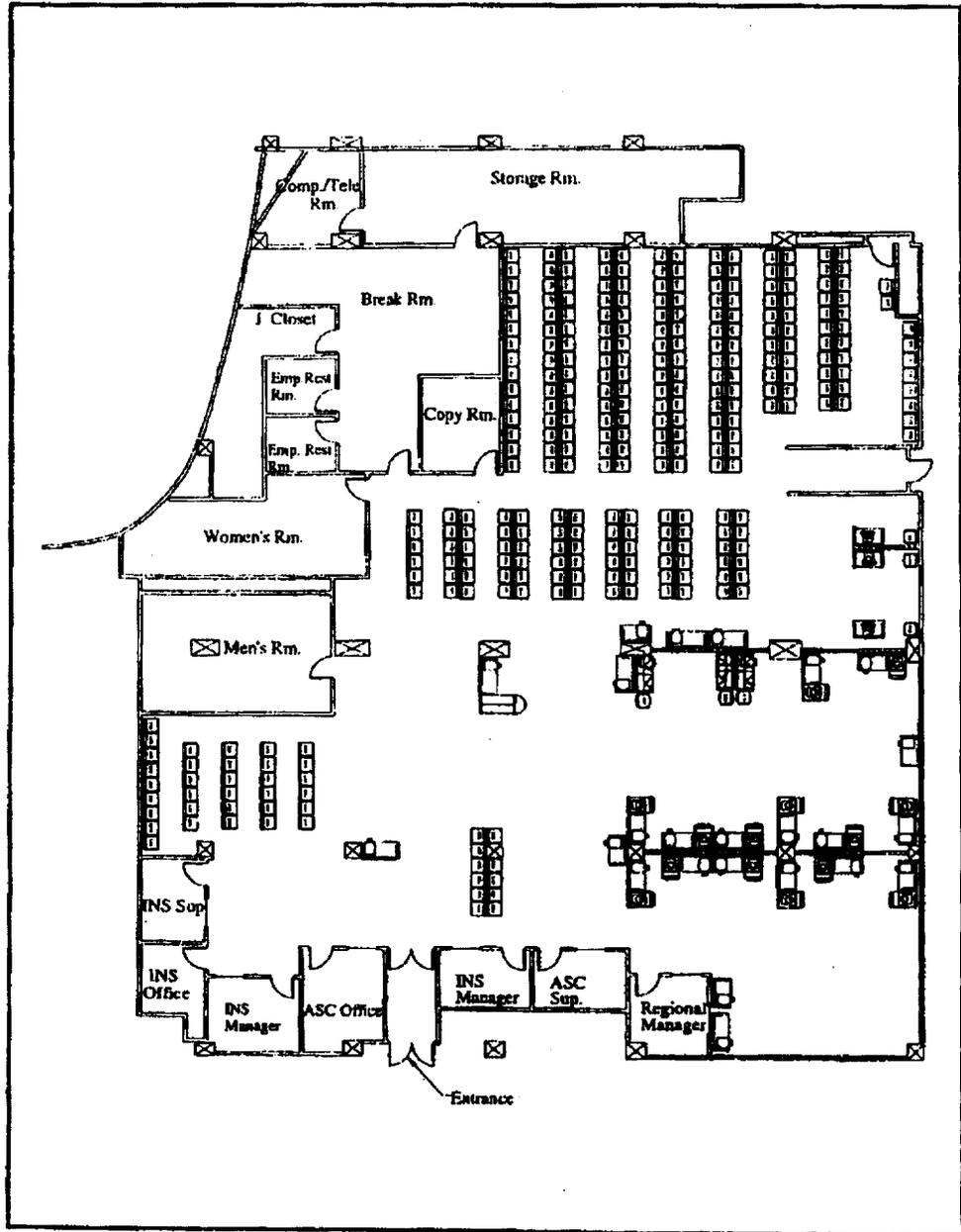
**ATTACHMENT C - TYPICAL MEDIUM CIS ASC LAYOUT
3,600 SQUARE FEET**



**ATTACHMENT C - TYPICAL LARGE CIS ASC LAYOUT
6,000 SQUARE FEET**



**ATTACHMENT C - TYPICAL EXTRA LARGE CIS ASC LAYOUT
11,600 SQUARE FEET**



**ATTACHMENT D
 PERFORMANCE REQUIREMENTS SUMMARY (PRS)
 APPLICATION SUPPORT CENTER (ASC) OPERATION/FACILITIES**

BIOMETRICS PROCESSING					
1	For each labor CLIN (District), the Contractor shall maintain a minimum biometrics productivity rate of six (6) applicants per hour per Biometrics Technician (BT).	PWS Atch E Para 1.a.	0/1	100% Inspection – Four (4) Times per Month	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the percent deviation (<u>number of applicants per hour processed that is less than 6</u>).
2	Contractor shall maintain a minimum overall program-wide biometric productivity rate of six (6) biometrics applicants per hour per BT.	PWS Atch E Para 1.b.	0/1	100% Inspection – Monthly	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the percent deviation (<u>number of biometrics per hour per BT produced that is less than 6</u>), multiplied by 2.
3	Contractor shall maintain an overall FBI biometrics reject rate for Code 1 and Code 3 Form FD-258 biometrics not to exceed two (2) percent for unclassifiable biometrics.	PWS Atch E Para 1.c.	0/1	100% Inspection - Monthly	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoice for labor to establish a base. The adjustment is the base amount multiplied by the

					percent deviation (biometric reject rate percentage greater than 2 percent), multiplied by 4.
APPLICATION PROCESSING					
1	For each labor CLIN (District), the Contractor shall maintain a minimum Form I-90 productivity rate of six (6) I-90 applicants per hour per BT.	PWS Atch E Para 2.a.	0/1	100% Inspection – Four Times per Month	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the percent deviation (the actual percentage of I-90 applicants per hour processed that is less than 6).
2	Contractor shall maintain a minimum overall program-wide application productivity rate of six (6) I-90 applicants per hour per BT.	PWS Atch E Para 2.b.	0/1	100% Inspection - Monthly	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the percent deviation (<u>number of I-90 applicants per hour processed that is less than 6</u>), multiplied by 2.
CUSTOMER SATISFACTION					
1	Contractor shall maintain a minimum overall customer satisfaction rate of 98 percent, excluding refugee processing.	PWS Atch E Para 3.a.	0/1	100% Inspection – Monthly, Customer Complaints, and Random	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to

				Inspection	establish a base. The adjustment is the base amount multiplied by the percent deviation (<u>actual customer satisfaction rate achieved less than 98 percent</u>), multiplied by 4.
2	Contractor shall maintain a minimum program-wide customer service questionnaire return rate of 65 percent for all tasks, excluding refugee processing.	PWS Atch E Para 3.b.	0/1	100% Inspection - Monthly, Random Inspection	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the percent deviation (<u>actual program-wide customer service questionnaire return rate for all tasks achieved less than 65%</u>).
1	STAFF QUALIFICATIONS				
	Contractor shall ensure one hundred percent (100%) of its staff at ASC sites (including full-time, on-call, back-up, part-time, and subcontractor staff) has received an appropriate DHS/CIS security clearance required for the job category being performed.	PWS Atch E Para 4.a.	0/1	100% Inspection - Monthly, and Random Inspection	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the deviations (actual number of staff observed performing at ASC sites without an appropriate

					clearance) divided by 5.
1	INVOICE/REPORT PROCESSING				
	Contractor shall ensure one hundred percent (100%) of invoices and deliverables are completed and provided timely in accordance with the PWS.	PWS Atch E Para 5.a.	0/1	100% Inspection	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the deviations (actual number of untimely invoices/reports observed), multiplied by the number of working days late, and divided by 40.
1	APPLICANT TURN-AWAYS				
	Contractor shall ensure no ASC biometrics/I-90 applicants are turned away without processing due to the action or inaction of the Contractor (including Subcontractor(s) and SA Landlord(s)).	PWS Atch E Para 6.a.	0/1	100% Inspection	The adjustment is made from the total invoice for labor. 0.5% is applied to the total invoiced labor dollar amount to establish a base. The adjustment is the base amount multiplied by the number of deviations (actual number of occurrences of turn-aways due to Contractor action/inaction), divided by 4.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)
Calculation of Invoice Adjustments

Note: The below calculations are based on a monthly invoice for labor in the amount of \$4,000,000. The actual labor number may be more or less. Calculations are not based on Other Direct Costs. The amount of 0.5% is applied to the total invoiced labor to create the "base". The adjustments are then calculated using the base amount. Deviations will be applied to the base amount to determine the adjustment. Adjustments result from non-performance resulting in a Contractor Deficiency Report (CDR) processed by the COTR. The CO will apply the appropriate adjustment using the calculations below to the monthly invoice. The below adjustment amounts are meant to provide an incentive for optimal performance under the FFP arrangement and are not invoked to be punitive in nature.

1. Biometrics Processing: For each CLIN (District), the Contractor shall maintain a minimum biometrics productivity rate of six (6) applicants per hour per Biometrics Technician (BT) (when the condition of a steady flow of applicants exists).

Deviation (0/1): An adjustment is made for each occurrence, beginning with the first. Inspection: 100% Inspection - Four (4) times per month (quarter monthly)

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. One half of one percent (0.5%) of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (number of applicants per hour processed that is less than 6).

$$\begin{aligned} \text{Labor total on invoice} &= \$4,000,000 \\ &\times \quad 0.5\% \quad (\text{Base determined by Program Office}) \\ &= \$ \quad 20,000 \end{aligned}$$

Base	\$20,000
Standard	6 - biometrics applicants per hour per BT satisfactorily processed for each District
Actual	5.8 - actual average biometrics applicants processed in one District (i.e., other Districts meet standard)
Deviation	0.2 - # applicants processed less than 6
Calculation	.2/6 = 0.034 20,000 (base) x 0.034 (percent deviation) = \$680 (adjustment)

2. Biometrics Processing: Contractor shall maintain a minimum overall program-wide biometric productivity rate of six (6) biometric applicants per hour per BT.

Deviation (0/1): An adjustment is made for each occurrence, beginning with the first. Inspection: 100% Inspection - Monthly

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (number of biometrics per hour per BT produced that is less than 6), multiplied by 2.

$$\begin{aligned} \text{Labor total on invoice} &= \$4,000,000 \\ &\times \quad 0.5\% \quad (\text{Based determined by Program Office}) \\ &= \$ \quad 20,000 \end{aligned}$$

Base	\$20,000
Standard	6 - biometrics per hour, program-wide
Actual	5.8 - actual average biometrics per hour
Deviation	0.2 - number biometrics per hour processed less than 6
Calculation	0.2/6 = 0.034 \$20,000 (base) x 0.034 (percent deviation) = \$680 x 2 = \$1,360 (adjustment)

3. Biometrics Processing: Contractor shall maintain an overall FBI biometrics reject rate for Code 1 and Code 3 Form FD-258 biometrics not to exceed two (2) percent for unclassifiable biometrics.

Deviation (0/1): An adjustment is made for each occurrence, beginning with the first. Inspection: 100% Inspection – Monthly

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (biometric reject rate percentage greater than 2 percent), multiplied by 4.

Labor total on monthly invoice: \$4,000,000

$$\begin{array}{r} \times \quad 0.5\% \quad (\text{Based determined by Program Office}) \\ \hline = \$ \quad 20,000 \end{array}$$

Base	\$20,000
Standard	98% - Acceptable biometric Form FD-258 rate
Actual	97% - Actual acceptable biometric rate achieved
Deviation	1.0% - percent deviation less than 98%
Calculation	\$20,000 (base) x .01 (percent deviation) = \$200 x 4 = \$800 (adjustment)

1. Application Processing: For each CLIN (District), the Contractor shall maintain a minimum Form I-90 productivity rate of six (6) I-90 applicants per hour per BT (when the condition of a steady flow of applicants exists).

Deviation (0/1): An adjustment is made for each occurrence, beginning with the first. Inspection: 100% Inspection – Four (4) times per month (quarter-monthly)

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.1% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (the actual percentage of I-90 applicants per hour processed that is less than 6).

Labor total for the month: \$4,000,000
 $\times \quad 0.5\%$ (Base determined by Program Office)
 =\$ 20,000

Base	\$20,000
Standard	6 - I-90s per hour per BT processed for each District
Actual	5.8 – actual average I-90 applicants processed in one District (i.e. other Districts meet standard)
Deviation	0.2 - # I-90s processed less than 6
Calculation	0.2/6 = 0.034 \$20,000 (base) x .034 (percent deviation) = \$680 (adjustment)

2. Application Processing: Contractor shall maintain a minimum overall program-wide Form I-90 productivity rate of six (6) I-90 applicants per hour per BT.

Deviation (0/1): An adjustment is made for each occurrence, beginning with the first. Inspection: 100% Inspection - Monthly

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (number of I-90 applicants per hour processed that is less than 6), multiplied by 2.

Labor total on monthly invoice: \$4,000,000

$$\begin{array}{r} \times \quad 0.5\% \text{ (Base determined by Program Office)} \\ =\$ \quad 20,000 \end{array}$$

Base	\$20,000
Standard	6 - I-90s processed per hour, program-wide
Actual	5.8 - actual average I-90s per hour
Deviation	0.2 - # processed less than 6
Calculation	.2/6 = 0.034 20,000 (base) x 0.034 (percent deviation) = \$680 x 2 = \$1,360 (adjustment)

1. **Customer Satisfaction:** Contractor shall maintain a minimum overall customer satisfaction rate of 98 percent, excluding refugee processing.

Deviation: (0/1)

Inspection: Monthly, based on customer complaints and random inspection of customer service questionnaires

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (the actual customer satisfaction rate achieved less than 98%), multiplied by 4.

Labor total for the month: \$4,000,000

$$\begin{array}{r} \times \quad 0.5\% \text{ (Base determined by Program Office)} \\ \$ \quad 20,000 \end{array}$$

Base	\$20,000
Standard	98% - standard for customer satisfaction
Actual	96% - actual customer satisfaction rate achieved
Deviation	2% - percent customer satisfaction rate achieved less than 98%
Calculation	\$20,000 (base) x .02 (percent deviation) = \$400 x 4 = \$1,600 (adjustment)

2. **Customer Satisfaction:** Contractor shall maintain a minimum program-wide customer service questionnaire return rate of 65 percent for all tasks, excluding refugee processing.

Deviation (0/1):

Inspection: Monthly, based on random inspection

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the percent deviation (actual program-wide customer service questionnaire return rate for all tasks achieved less than 65%).

Labor total on invoice: \$4,000,000

$$\begin{array}{r} \times \quad 0.5\% \text{ (Base determined by program office)} \\ \hline =\$ \quad 20,000 \end{array}$$

Base	\$20,000
Standard	65% - standard for questionnaire return rate
Actual	60% - Actual questionnaire return rate
Deviation	5% - percentage return rate less than 65%
Calculation	\$20,000 (base) x .05 (percent deviation) = \$1,000 (adjustment)

1. Staff Qualifications: Contractor shall ensure one hundred percent (100%) of its staff at ASC sites (including full-time, on-call, back-up, part-time, and subcontractor staff) has received an appropriate DHS/CIS security clearance required for the job category being performed.

Deviation: (0/1)

Inspection: By random inspection

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the actual number of deviations observed, divided by 5.

Labor total on invoice = \$4,000,000

$$\begin{array}{r} \times \quad 0.5\% \text{ (Base determined by Program office)} \\ \$ \quad 20,000 \end{array}$$

Base	\$20,000
Standard	Each contract employee at ASC sites has appropriate clearance for job.
Actual	1 – person observed performing w/o appropriate clearance.
Deviation	1 occurrence
Calculation	\$20,000 (base) x 1 (# deviations) = \$20,000/5 = \$4,000 (adjustment)

1. Invoice/Report Processing: Contractor shall ensure one hundred percent (100%) of invoices and deliverables are completed and provided timely in accordance with the PWS.

Deviation: (0/1)
 Inspection: 100%

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the actual number of deviations observed, multiplied by the number of working days late, and divided by 40.

Labor total on invoice = \$4,000,000
 $\times \quad 0.5\%$ (Base determined Program office)
 \$ 20,000

Base	\$20,000
Standard	100% timely invoices and reports
Actual	1 - late report observed
Deviation	1 occurrence
Calculation	\$20,000 (base) x 1 (# deviations) x 2 (days late) = \$40,000/40 = \$1,000 (adjustment)

1. Applicant Turn-Aways: Contractor shall ensure no ASC biometrics/I-90 applicants are turned away without processing due to the action or inaction of the Contractor (including Subcontractor(s) and SA Landlord(s)).

Deviation: (0/1)
 Inspection: 100% Inspection

Invoice Adjustment Calculation Example: The adjustment is made from the total invoice for labor. 0.5% of the total is the base amount determined by the Program Office. The adjustment is the base amount multiplied by the number of observed deviations (actual number of occurrences of turn-aways due to Contractor action/inaction), divided by 4.

Labor total on invoice = \$4,000,000
 $\times 0.5\%$ (Base determined by Program Office)
 \$ 20,000

Base	\$20,000
Standard	No applicant turn-aways due to Contractor's fault/error
Actual	100 turn-aways on one day at one ASC site due to facility issue (e.g., faulty electrical wiring); 16 turn-aways on one day at one ASC site due to insufficient Ktr staffing to cover scheduled applicants.
Deviation	2 occurrences
Calculation	\$20,000 (base) x 2 (# deviations) = \$40,000/4 = \$10,000 (adjustment)