

Quality Standards

1. Biometrics Processing:

a. 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. The standard covers the biometrics process beginning with the applicant being called from the waiting area for processing, verification of applicant identification by BT, completion of masthead/ demographics information, capture of digital and manual biometrics data, and quality check as appropriate. The standard time period ends with the BT handing the applicant a customer service questionnaire for completion. This standard may be revised by contract modification to reflect process and/or equipment changes under the biometrics task.

b. The Contractor shall maintain a minimum overall program-wide biometric productivity rate of six (6) biometrics per hour per BT.

c. The 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. The rate of two percent does not include cases where the applicant is clearly unable to provide a FBI-classifiable biometric. A FBI-unclassifiable biometric is defined as a biometric identified and returned twice by the FBI as unclassifiable.

2. Application Processing:

a. For each CLIN (District), the Contractor shall maintain a minimum Form I-90 productivity rate of six (6) applicants per hour per BT, when the condition of a steady flow of applicants exists. This standard applies to hardcopy and electronic applications. The standard covers the application process beginning with the applicant being called from the waiting area for processing, verification of applicant identification by BT, application intake, database checks completed, biometrics captured, quality check as appropriate, and issuance of interim documentation, if required. The standard time period ends with the BT handing the applicant a customer service questionnaire for completion. This rate may be revised through contract modification to reflect process and/or equipment changes for applications processing. Application productivity rates may be added under this contract to reflect varying collection processes for specific applications, if ordered.

b. Contractor shall maintain a minimum overall program-wide application productivity rate of six (6) I-90 applicants per hour per BT.

3. Customer Satisfaction:

a. The Contractor shall maintain a minimum overall customer satisfaction rate of 98 percent, excluding refugee processing. The Contractor shall provide approved customer

service questionnaires to all applicants at time of processing, and maintain a secured container for collection of questionnaires. The Site Supervisor shall be responsible for the collection of these forms. On a four-part scale of "Excellent", "Good", "Marginal", and "Poor", at least 98 percent of all questionnaire responses rate Overall Services Provided as "Excellent" or "Good."

b. The Contractor shall maintain a minimum program-wide customer service questionnaire return rate of 65 percent for all tasks, excluding refugee processing.

4. Staff Qualifications:

a. The 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.

5. Invoice/Report Processing:

a. The Contractor shall ensure one hundred percent (100%) of invoices and deliverables are completed and provided timely in accordance with the PWS.

6. Applicant Turn-Aways:

a. Contractor shall ensure no ASC biometrics/I-90 applicants are turned away without processing due to the action or inaction of the Contractor (to include Subcontractor(s) and Standalone (AS) ASC Landlords). The Contractor is responsible for providing adequate SA facilities and qualified staff to operate the ASCs. The standard is based on the number of times applicant turn-aways occur due to Contractor fault, not the number of turned away applicants. This standard covers, but is not limited to, the following examples that could cause applicant turn-aways: 1) A water pipe bursts in SA building, thereby damaging equipment, closing ASC site, etc.; 2) Electrical wiring in SA building causes power outages, brown-outs, etc. that damages or hinders equipment, and/or causes a fire that damages or closes ASC site; 3) Contractor provides insufficient staff and/or staffing measures to meet scheduled workload; 4) Sprinkler system in SA building malfunctions and damages/closes ASC site; 5) Significant over-scheduling of an ASC site due to the Contractor's fault.

Examples of Applicant Turn-Aways not attributable to Contractor fault/error, and not covered by this standard: 1) Acts of God (i.e., hurricanes, snow storms, etc); 2) Applicant arrives significantly outside of appointment time and cannot be processed that day; 3) Significant over-scheduling of an ASC site due to Government fault; 4) Malfunction of Government-provided equipment; 5) Government actions or inactions that prevent Contractor from performance.

**ATTACHMENT E
USCIS ASC
Mandatory Guard Staffing**

EASTERN	SA	COLO	Total	Guard
Atlanta	3	2	5	4
Baltimore	1	2	3	1
Boston	3	1	4	3
Buffalo	0	3	3	0
Cleveland	0	3	3	0
Detroit	2	0	2	2
Miami	7	3	10	7
New Orleans	0	6	6	2
New York	6	2	8	11
Newark	2	1	3	3
Philadelphia	3	2	5	3
Portland (ME)	0	2	2	0
San Juan	1	2	3	1
Washington DC	1	1	2	2
Sub-total	29	30	59	39

CENTRAL	SA	COLO	Total	Guard
Chicago	6	3	9	6
Dallas	4	1	5	4
Denver	3	1	4	2
El Paso	2	0	2	2
Harlingen	2	0	2	2
Helena	0	3	3	0
Houston	3	0	3	3
Kansas City	0	3	3	0
Omaha	0	2	2	0
San Antonio	2	0	2	2
St. Paul	1	4	5	1
Sub-total	23	17	40	22

WESTERN	SA	COLO	Total	Guard
Anchorage	0	1	1	0
Honolulu	1	1	2	1
Los Angeles	12	1	13	18
Phoenix	4	1	5	3
Portland (OR)	1	0	1	1
San Diego	2	1	3	2
San Francisco	9	0	9	10
Seattle	0	3	3	0
Sub-total	29	8	37	35

	SA	COLO	Total	Guard

**USCIS ASC Eastern Region
Mandatory Guard Staffing**

Atlanta District

Site Code	Location	Type of ASC	Guard
XAB	Birmingham	SA	1
XAC	Atlanta	SA	2
XAD	Charlotte	SA	1
XAE	Charleston, SC	COLO	0
XRF	Atlanta POE	COLO	0
		Totals	4

Baltimore District

Site Code	Location	Type of ASC	Guard
XBA	Baltimore	COLO	0
XBB	Glenmont	SA	1
XBC	Salisbury	COLO	0
		Totals	1

Boston District

Site Code	Location	Type of ASC	Guard
XBD	Boston	SA	1
XBE	Hartford	SA	1
XBF	Providence	SA	1
XBG	Manchester	COLO	0
		Totals	3

Buffalo District

Site Code	Location	Type of ASC	Guard
XBH	Buffalo	COLO	0
XBI	Albany	COLO	0
XBJ	Syracuse	COLO	0
		Totals	0

Cleveland District

Site Code	Location	Type of ASC	Guard
XCI	Cleveland	COLO	0
XCJ	Cincinnati	COLO	0
XCK	Columbus	COLO	0
		Totals	0

Detroit District

Site Code	Location	Type of ASC	Guard
XDK	Detroit	SA	1
XDM	Grand Rapids	SA	1
		Totals	2

**USCIS ASC Eastern Region
Mandatory Guard Staffing**

Miami District

Site Code	Location	Type of ASC	Guard
XMA	Miami - Hialeah	SA	1
XMB	Miami - Biscayne	SA	1
XMC	Miami - Sweetwater	SA	1
XMD	Ft. Lauderdale	SA	1
XME	Orlando	SA	1
XMF	Tampa	SA	1
XMG	Jacksonville	COLO	0
XMH	West Palm Beach	SA	1
XMI	Miami District Office	COLO	0
XRD	Miami Airport POE	COLO	0
	Totals		7

New Orleans District

Site Code	Location	Type of ASC	Guard
XNA	New Orleans	COLO	1
XNB	Ft. Smith	COLO	0
XNC	Jackson, MS	COLO	0
XND	Memphis	COLO	0
XNE	Nashville	COLO	1
XNF	Louisville	COLO	0
	Totals		2

New York District

Site Code	Location	Type of ASC	Guard
XNG	New Rochelle	SA	1
XNI	Brooklyn	SA	3
XNJ	Bronx	SA	2
XNK	Manhattan	COLO	0
XNL	Hempstead	SA	1
XNM	Queens/Jamaica	SA	2
XNN	Jackson Heights	SA	2
XRA	JFK Airport POE	COLO	0
	Totals		11

Newark District

Site Code	Location	Type of ASC	Guard
XNO	Newark	SA	2
XNP	Hackensack	SA	1
XRE	Newark Airport POE	COLO	0
	Totals		3

**USCIS ASC Eastern Region
Mandatory Guard Staffing**

Philadelphia District

Site Code	Location	Type of ASC	Guard
XPA	Philadelphia	SA	1
XPB	Pittsburgh	SA	1
XPC	Charleston, WV	COLO	0
XPD	Dover	SA	1
XPE	York	COLO	0
	Totals		3

Portland (ME) District

Site Code	Location	Type of ASC	Guard
XPJ	Portland, ME	COLO	0
XPK	St. Albans, VT	COLO	0
	Totals		0

San Juan District

Site Code	Location	Type of ASC	Guard
XPM	San Juan	SA	1
XPO	St. Thomas	COLO	0
XPP	St. Croix	COLO	0
	Totals		1

Washington District

Site Code	Location	Type of ASC	Guard
XDE	Alexandria	SA	2
XDF	Norfolk	COLO	0
	Totals		2

EASTERN REGION GRAND TOTALS	39
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**USCIS ASC Central Region
Mandatory Guard Staffing**

Chicago District

Site Code	Location	Type of ASC	Guard
XCA	Chicago-Norridge	SA	1
XCB	Chicago-Pulaski	SA	1
XCC	Chicago-Broadway	SA	1
XCD	Naperville	SA	1
XCE	Waukegan	SA	1
XCF	Hammond	SA	1
XCG	Indianapolis	COLO	0
XCH	Milwaukee	COLO	0
XRC	O'Hare Airport POE	COLO	0
	Totals		6

Dallas District

Site Code	Location	Type of ASC	Guard
XDA	Dallas North	SA	1
XDB	Ft. Worth	SA	1
XDC	Lubbock	SA	1
XDD	Oklahoma City	COLO	0
XDL	Dallas South	SA	1
	Totals		4

Denver District

Site Code	Location	Type of ASC	Guard
XDG	Denver	SA	1
XDH	Grand Junction	SA	0
XDI	Casper	COLO	0
XDJ	Salt Lake City/Taylorville	SA	1
	Totals		2

El Paso District

Site Code	Location	Type of ASC	Guard
XEA	El Paso	SA	1
XEC	Albuquerque	SA	1
	Totals		2

Harlingen District

Site Code	Location	Type of ASC	Guard
XHA	McAllen	SA	1
XHB	Brownsville	SA	1
	Totals		2

**USCIS ASC Central Region
Mandatory Guard Staffing**

Helena District

Site Code	Location	Type of ASC	Guard
XHC	Helena	COLO	0
XHD	Boise	COLO	0
XHE	Idaho Falls	COLO	0
		Totals	0

Houston District

Site Code	Location	Type of ASC	Guard
XHH	Houston-Southeast	SA	1
XHI	Houston-Southwest	SA	1
XHJ	Houston-Northwest	SA	1
		Totals	3

Kansas City District

Site Code	Location	Type of ASC	Guard
XKA	Kansas City	COLO	0
XKB	Wichita	COLO	0
XKC	St. Louis	COLO	0
		Totals	0

Omaha District

Site Code	Location	Type of ASC	Guard
XOA	Omaha	COLO	0
XOB	Des Moines	COLO	0
		Totals	0

San Antonio District

Site Code	Location	Type of ASC	Guard
XJX	Laredo	SA	1
XSA	San Antonio	SA	1
		Totals	2

St. Paul District

Site Code	Location	Type of ASC	Guard
XSI	St. Paul	SA	1
XSJ	Rapid City	COLO	0
XSK	Fargo	COLO	0
XSL	Sioux Falls	COLO	0
XSM	Duluth	COLO	0
		Totals	1

CENTRAL REGION GRAND TOTALS	22
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**USCIS ASC Western Region
Mandatory Guard Staffing**

Anchorage District

Site Code	Location	Type of ASC	Guard
XAA	Anchorage	COLO	0
		Totals	0

Honolulu District

Site Code	Location	Type of ASC	Guard
XHF	Honolulu	SA	1
XHG	Agana	COLO	0
		Totals	1

Los Angeles District

Site Code	Location	Type of ASC	Guard
XLB	Pomona	SA	1
XLC	El Monte	SA	2
XLD	Gardena	SA	2
XLE	Van Nuys	SA	2
XLF	Bellflower	SA	2
XLG	Fairfax	SA	1
XLH	Santa Ana	SA	2
XLJ	Buena Park	SA	1
XLK	Riverside	SA	1
XLJ	Oxnard	SA	1
XLL	Goleta	SA	1
XML	Wilshire	SA	2
XRJ	LAX Airport POE	COLO	0
		Totals	18

Phoenix District

Site Code	Location	Type of ASC	Guard
XPF	Las Vegas	SA	1
XPG	Tucson	SA	1
XPH	Reno	COLO	0
XPI	Yuma	SA	0
XPQ	Phoenix	SA	1
		Totals	3

Portland (OR) District

Site Code	Location	Type of ASC	Guard
XPL	Portland, OR	SA	1
			1

**USCIS ASC Western Region
Mandatory Guard Staffing**

San Diego District

Site Code	Location	Type of ASC	Guard
XSB	San Diego	SA	1
XSC	San Marcos	SA	1
XSD	Calexico	COLO	0
		Totals	2

San Francisco District

Site Code	Location	Type of ASC	Guard
XFB	Oakland	SA	1
XFC	Santa Rosa	SA	1
XFD	Salinas	SA	1
XFE	Sacramento	SA	1
XFF	Modesto	SA	1
XFG	Fresno	SA	1
XFI	Bakersfield	SA	1
XTD	San Francisco	SA	2
XTE	San Jose	SA	1
		Totals	10

Seattle District

Site Code	Location	Type of ASC	Guard
XSE	Seattle	COLO	0
XSF	Spokane	COLO	0
XSH	Yakima	COLO	0
		Totals	0

WESTERN REGION GRAND TOTALS	35
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**ATTACHMENT F
ASC SITE LISTING**

Region - EOR Eastern Operational Region

District ATL Atlanta

XABCIS BIRMINGHAM

529 Beacon Parkway
Suite 106
Birmingham, AL 35209 - 3126

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XACCIS ATLANTA

1255 Collier Road, Suite 100
Atlanta, GA 30318 - 2308

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XADCIS CHARLOTTE

4801 Chastain Avenue
Suite 175
Charlotte, NC 28217 - 2231

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XAECIS CHARLESTON - SC

1 Poston Rd
Suite 130, Parkshore Center
Charleston, SC 29407 - 3424

Site Type: Co-Located ASC

Days of Operation: Mon - Fri (8 AM - 4 PM)

XRFCIS ATLANTA

Atlanta Airport Service
US CBP/Immigration
Concourse E Third Level
Atlanta, GA 30320 - 0000

Site Type: COLO/Port of Entry

Days of Operation: Mon - Fri (TBD)

District BAL Baltimore

XBACIS BALTIMORE

Fallon Federal Building
31 Hopkins Plaza
Room G-100
Baltimore, MD 21201 - 2825

Site Type: Co-Located ASC

Days of Operation: Mon - Fri (8 AM - 4 PM)

XBBCIS GLENMONT

Glenmont Plaza
12331 Georgia Avenue
Suite C, Glenmont Plaza
Wheaton, MD 20906 - 3646

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XBCCIS SALISBURY

Northgate Business Park
119 West Naylor Mill Road
Suite 11
Salisbury, MD 21801 - 9513
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District BOS Boston

XBDCIS BOSTON

170 Portland Street
Boston, MA 02114 - 1706
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XBE CIS HARTFORD

249 Pearl Street
1st Floor
Hartford, CT 06103 - 2112
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XBF CIS PROVIDENCE

Cross Roads Office Park
105 Sockanossel Crossroads
Suite 210
Cranston, RI 02920 - 5560
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XBGCIS MANCHESTER

803 Canal Street
Manchester, NH 03101 - 1226
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District BUF Buffalo

XBHCIS BUFFALO

130 Delaware Avenue
Buffalo, NY 14202 - 2498
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XBI CIS ALBANY

1088 Troy-Schenectady Highway
Latham, NY 12110 - 1024
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XBJ CIS SYRACUSE

412 South Warren Street
Syracuse, NY 13202 - 2604
Site Type: Co-Located
Days of Operation: Mon - Fri (8 AM - 4 PM)

District CLE Cleveland

XCI CIS CLEVELAND

AJC Federal Building
1240 East 9th Street
Room 1259
Cleveland, OH 44199 - 2085

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XCJ CIS CINCINNATI

J.W. Peck Federal Building
550 Main Street
Room 1524
Cincinnati, OH 45202 - 5298

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XCKCIS COLUMBUS

Leveque Towers
50 West Broad Street
Suite 300
Columbus, OH 43215 - 5903

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

Comment: New Address (February 2006) for CIS Columbus will be 6th Floor, Suite 6XX (TBD), in lieu of 3rd Floor, Suite 300.

District DET Detroit

XDKCIS DETROIT

Cheney Square Mall
2652 East Jefferson Avenue
Detroit, MI 48207 - 4129

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDMCIS GRAND RAPIDS

Bretwood Center
4484 Breton Road S.E.
Kentwood, MI 49508 - 5270

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District MIA Miami

XMACIS MIAMI - HIALEAH

Westland Promenade
3700 West 18th Avenue
Suite 110
Hialeah, FL 33012 - 7069

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMBCIS MIAMI - BISCAYNE

521 North East 81st Street
Miami, FL 33138 - 4519

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMCCIS MIAMI - SWEETWATER

11865 S.W. 26th Street (Coral Way)
Suite J-6
Miami, FL 33175 - 2472
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMDCIS FT. LAUDERDALE

11690 State Road 84
Davie, FL 33325 - 3921
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMECIS ORLANDO

Hoffner Commerce Center
5449 South Semoran Boulevard
Unit 18C
Orlando, FL 32822 - 1778
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMFCIS TAMPA

Bay Plaza II
9280 Bay Plaza Boulevard
Suite 726
Tampa, FL 33619 - 4412
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMGCIS JACKSONVILLE

4121 Southpoint Boulevard
Jacksonville, FL 32216 - 0930
Site Type: Co-located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XMHCIS WEST PALM BEACH

2711 Exchange Court
West Palm Beach, FL 33409 - 4017
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XMI MIAMI DISTRICT OFFICE

7880 Biscayne Boulevard
Miami, FL 33138
Site Type: COLO/Port of Entry
Days of Operation: Mon - Fri (8 AM - 4 PM)

XRDCIS MIAMI INTERNATIONAL AIRPORT

Miami International Airport
Concourse E, 3rd Floor
Miami, FL 33159 - 0000
Site Type: COLO/Port of Entry
Days of Operation: Mon - Fri (11:45 AM - 7:45 PM)

District NEW Newark

XNOCIS NEWARK

24 Commerce Street
Suite 200
Newark, NJ 07102 - 4005
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XNP CIS HACKENSACK

116 Kansas Street
Hackensack, NJ 07601 - 7103
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XRE CIS NEWARK INTERNATIONAL AIRPORT

Newark International Airport
Terminal B
Newark, NJ 07114 - 0000
Site Type: COLO/Port of Entry
Days of Operation: Mon - Fri (8 AM - 4 PM)

District NOL New Orleans

XNACIS NEW ORLEANS

701 Loyola Avenue
Room T-8011
New Orleans, LA 70113 - 1912
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XNBCIS FORT SMITH

4977 Old Greenwood Road
Fort Smith, AR 72903 - 6906
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XNCCIS JACKSON

Mccoy Federal Building
100 West Capitol Street
Suite 727
Jackson, MS 39269 - 1602
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XNDCIS MEMPHIS

842 Virginia Run Cove
Memphis, TN 38122-4419
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XNE CIS NASHVILLE

247 Venture Circle
Nashville, TN 37226 - 1603
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XNF CIS LOUISVILLE

601 West Broadway
Room 22
Louisville, KY 40202 - 2250
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District NYC New York

XNGCIS NEW ROCHELLE

246 North Avenue
New Rochelle, NY 10801 - 6405
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XNI CIS BROOKLYN

227 Livingston Street
Brooklyn, NY 11201 - 5838
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XNJ CIS BRONX

2378 Grand Concourse
Bronx, NY 10458 - 6907
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XNKCIS MANHATTAN

201 Varick Street
Suite 1023
New York, NY 10014 - 4811
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XNL CIS HEMPSTEAD

100 Main Street
Suite B
Hempstead, NY 11550 - 2418
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XNMCIS QUEENS/JAMAICA

162-24 Jamaica Avenue
Jamaica, NY 11432 - 4910
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XNNCIS JACKSON HEIGHTS

83-05 Roosevelt Avenue
Woodside, NY 11377 - 3641
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XRACIS JFK INTERNATIONAL AIRPORT

JFK International Airport
Terminal 4
Jamaica, NY 11430 - 0000
Site Type: COLO/Port of Entry
Days of Operation: Mon - Fri (12:30 PM - 8:30 PM)

District PHI Philadelphia

XPACIS PHILADELPHIA

120 North 8th Street
Philadelphia, PA 19107 - 2422
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XPBCIS PITTSBURGH

800 Penn Avenue
Suite 101
Pittsburgh, PA 15222 - 3615
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XPC CIS CHARLESTON - WV

210 Kanawha Boulevard West
Charleston, WV 25302 - 2201
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XPDCIS DOVER

Blue Hen Corporate Center
655 South Bay Road
Suite 4E
Dover, DE 19901 - 4699
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XPE CIS YORK

3400 Concord Road (Old Farm House)
York, PA 17402 - 9007
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District POM Portland - ME

XPJ CIS PORTLAND - ME

176 Gannett Drive
South Portland, ME 04106 - 6909
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XPK CIS ST. ALBANS - VT

64 Gricebrook Road
Saint Albans, VT 05478 - 9500
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District SAJ San Juan

XPMCIS SAN JUAN

458 ING Jose A Canals
Hato Rey, PR 00918 - 2708

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XP CIS ST. THOMAS

First Floor South
Nisky Center
Suite 1A
St. Thomas, VI 00802 - 5838

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XPP CIS ST. CROIX

Sunny Isle Shopping Center
Suite 5-8A
Christiansted, VI 00821 - 1468

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District WAS Washington

XDE CIS ALEXANDRIA

8850 Richmond Highway
Suite 100
Alexandria, VA 22309 - 1586

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDF CIS NORFOLK

5280 Henneman Drive
Norfolk, VA 23513 - 2503

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

Comment: New Address (Approx. February 2006) is CIS Norfolk, 2500 Alameda Avenue, Alameda Business Center, Norfolk, VA 23513.

Site Type: Changing to Stand-Alone ASC, Days of Operation: Tues - Sat (8 AM - 4 PM)

Region - COR Central Operational Region

District CHI Chicago

XCACIS CHICAGO - NORRIDGE

Cumberland Business Center
4701 North Cumberland Avenue
Suites B-D
Norridge, IL 60706 - 2905

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XCBCIS CHICAGO - PULASKI

Super Mart
5180 South Pulaski Avenue
Suite 101
Chicago, IL 60632 - 4253

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XCCCIS CHICAGO - BROADWAY
4853 North Broadway
Chicago, IL 60640 - 3603
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDCIS NAPERVILLE
888 South Route 59
Suite 124
Naperville, IL 60540 - 0962
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XCE CIS WAUKEGAN
25 South Greenbay Road
Waukegan, IL 60085 - 4815
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XCF CIS HAMMOND
7852 Interstate Plaza Drive
Hammond, IN 46324 - 3362
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XCGCIS INDIANAPOLIS
950 North Meridian Street
Room 400
Indianapolis, IN 46204 - 3915
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XHCIS MILWAUKEE
310 East Knapp Street
Suite 154
Milwaukee, WI 53202 - 4504
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XRCCIS CHICAGO O'HARE INTERNATIONAL
10000 Bessie Coleman Drive
Terminal 5 - Lower Level
Chicago, IL 60666
Site Type: COLO/Port of Entry
Days of Operation: Mon - Fri (12:30 PM - 8:30 PM)

District DAL Dallas

XDACIS DALLAS-NORTH
3701 West Northwest Highway
Suite 211
Dallas, TX 75220 - 4961
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDBCIS FORT WORTH
4200 South Freeway
Suite 1309
Ft. Worth, TX 76115 - 1400
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDC CIS LUBBOCK
3502 Slide Road
Suite A-24
Lubbock, TX 79414 - 2547
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDDCIS OKLAHOMA CITY
4400 Southwest 44th Street
Suite A
Oklahoma City, OK 73119 - 2800
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XDL CIS DALLAS-SOUTH
7334 South Westmoreland Road
Dallas, TX 75237 - 2908
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District DEN Denver

XDGCIS DENVER
15037 East Colfax Avenue
Unit G
Aurora, CO 80011 - 5777
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDHCIS GRAND JUNCTION
Valley Plaza
2454 Highway 6 & 50
Suite 115
Grand Junction, CO 81505 - 1111
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XDI CIS CASPER
150 East B Street
Room 1014
Casper, WY 82601 - 7005
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XDJ CIS SALT LAKE CITY
Building C
5536 South 1900 West Street
Taylorsville, UT 84118 - 9007
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District ELP El Paso

XEACIS EL PASO

10500 Montwood Drive
El Paso, TX 79935 - 2703

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XECIS ALBUQUERQUE

1605 Isleta Boulevard S.W.
Suite C
Albuquerque, NM 87105 - 4793

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

District HEL Helena

XHCCIS HELENA

2800 Skyway Drive
Helena, MT 59602 - 1230

Site Type: Co-Located ASC

Days of Operation: Mon - Fri (8 AM - 4 PM)

XHD CIS BOISE

1185 South Vinnell Way
Boise, ID 83709 - 1656

Site Type: Co-Located ASC

Days of Operation: Mon - Fri (8 AM - 4 PM)

XHECIS IDAHO FALLS

1820 East 17th Street
Suite 190

Idaho Falls, ID 83404 - 6471

Site Type: Co-Located ASC

Days of Operation: Mon - Fri (8 AM - 4 PM)

District HLG Harlingen

XHACIS MCALLEN

220 South Bicentennial
Suite C

McAllen, TX 78501 - 7051

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XHBCIS BROWNSVILLE

Southwind Shopping Center
943 North Expressway 77
Suite 23

Brownsville, TX 78520 - 8670

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

District HOU Houston

XHHCIS HOUSTON - SE

Corum Plaza
8505 Gulf Freeway
Suite D

Houston, TX 77017 - 5043

Site Type: Stand-Alone ASC

Days of Operation: Tue - Sat (8 AM - 4 PM)

XHI CIS HOUSTON - SW

Fondren Road Plaza
7086 Bissonet Street
Houston, TX 77074 - 6010

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XHJ CIS HOUSTON - NW

10555 Northwest Freeway
Suite 150
Houston, TX 77092 - 8209

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District KAN Kansas City

XKACIS KANSAS CITY

9747 NW Conant Avenue
Kansas City, MO 64153 - 1833

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XKBCIS WICHITA

271 West 3rd Street North
Suite 1050
Wichita, KS 67202 - 1212

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XKCCIS ST. LOUIS

1222 Spruce Street
Room 1.212
St. Louis, MO 63103 - 2815

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District OMA Omaha

XOACIS OMAHA

1717 Avenue H
Omaha, NE 68110 - 2752

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XOB CIS DES MOINES

Federal Building
210 Walnut Street
Room 371
Des Moines, IA 50309 - 2110

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District SNA San Antonio

XJX CIS LAREDO

707 East Callon Road
Suite 301
Laredo, TX 78041 - 3838

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XSACIS SAN ANTONIO

5121 Crestway Drive
Suite 112
San Antonio, TX 78239 - 1975
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District SPM St. Paul

XSI CIS ST. PAUL

1360 University Avenue
Suite 103
St. Paul, MN 55104 - 4086
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XSJ CIS RAPID CITY

1675 Samco Road
Rapid City, SD 57702 - 6200
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XSK CIS FARGO

657 2nd Avenue North
Suite 248
Fargo, ND 58102 - 4727
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XSL CIS SIOUX FALLS

Riverside Station
300 East 8th Street
Sioux Falls, SD 57103 - 7023
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XSMCIS DULUTH

Federal Bldg
515 West First Street
Suite 208
Duluth, MN 55802 - 1301
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

Region - WOR Western Operational Region

District ANC Anchorage

XAACIS ANCHORAGE

620 East 10th Avenue
Suite 7
Anchorage, AK 99501 - 3799
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XGACIS NOME

US Post Office Building
Front Street
Room 105
Nome, AK 99762 - 0000

Site Type: Mobile Route
Days of Operation: (8 AM - 4 PM)

XGBCIS KODIAK

Kodiak Plaza
305 Center Street
Suite 1
Kodiak, AK 99615 - 6373

Site Type: Mobile Route
Days of Operation: (8 AM - 4 PM)

XGDCIS FAIRBANKS

Fairbanks International Airport
6450 Airport Way
Suite 13
Fairbanks, AK 99709 - 4671

Site Type: Mobile Route
Days of Operation: (9 AM - 2 PM)

XGECIS JUNEAU

1910 Alex Holden Way
Juneau, AK 99801 - 9384

Site Type: Mobile Route
Days of Operation: (9 AM - 2 PM)

XGFCIS KETCHIKAN

648 Mission Street
Room 110
Ketchikan, AK 99901 - 6534

Site Type: Mobile Route
Days of Operation: (9 AM - 4 PM)

XGGCIS DUTCH HARBOR

Fts Building
2315 Airport Beach Road
Room 205
Dutch Harbor, AK 99692 - 0000

Site Type: Mobile Route
Days of Operation: (1 PM - 5 PM)

District HHW Honolulu

XHFCIS HONOLULU

677 Ala Moana Boulevard
Suite 102
Honolulu, HI 96813 - 4999

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XHGCIS AGANA

Sirena Plaza
108 Hernan Cortez Avenue
Suite 100
Hagatna, GU 96910 - 5059
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XIP CIS MAUI

Royal Lahaina Resort
2780 Kekaa Drive
Lahaina, HI 96761 - 1871
Site Type: Mobile Route
Days of Operation: (9 AM - 12 PM)

XIQ CIS MOLOKAI

Molokai Mitchell Oauolu Center
110 Ainoa Street
Kaunakakai, HI 96748 - 0000
Site Type: Mobile Route
Days of Operation: (8 AM - 10 AM)

XIR CIS LANAI

Lanai Community Center
8th Street
Lanai City, HI 96763 - 0000
Site Type: Mobile Route
Days of Operation: (8 AM - 4 PM)

XIS CIS HILO

Hawaii Nanilo Resort
93 Banyan Drive
Hilo, HI 96720 - 4601
Site Type: Mobile Route
Days of Operation: (9 AM - 12 PM)

XIT CIS KAILUA KONA

King Kamehameha's Kona Beach Hotel
75-5660 Palani Road
Kailua Kona, HI 96745 - 3612
Site Type: Mobile Route
Days of Operation: (9 AM - 12 PM)

XQMCIS SAIPAN

Kalingal Building
1st Floor
Saipan, MP 96950 - 0000
Site Type: Mobile Route
Days of Operation: (9 AM - 3 PM)

XWACIS LIHUE

Radisson Kauai Beach Resort
4331 Kauai Beach Drive
Lihue, HI 96766 - 9158
Site Type: Mobile Route
Days of Operation: (9 AM - 11 AM)

District LOS Los Angeles

XLB CIS POMONA

435 West Mission Boulevard
Suite 110
Pomona, CA 91766 - 1601
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLC CIS EL MONTE

Golden Vista Plaza
9251 Garvey Avenue
Second Floor, Unit Q
South El Monte, CA 91733 - 4611
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLD CIS GARDENA

15715 Crenshaw Boulevard
Room B-112
Gardena, CA 90249 - 4529
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLE CIS VAN NUYS

14515 Hamlin Street
Suite 200
Van Nuys, CA 91411 - 1606
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLF CIS BELLFLOWER

Bellflower Plaza
17610 Bellflower Boulevard
Suite A-110
Bellflower, CA 90706 - 8002
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLGCIS FAIRFAX

5949 West Pico Boulevard
Los Angeles, CA 90035 - 2653
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLH CIS SANTA ANA

1666 North Main Street
Suite 100 - A
Santa Ana, CA 92701 - 7417
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLI CIS BUENA PARK

8381 La Palma Avenue
Suite A
Buena Park, CA 90620 - 3207
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLJ CIS RIVERSIDE
10082 Magnolia Avenue
Riverside, CA 92503 - 3530
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLK CIS OXNARD
Carriage Square Shopping Center
250 Citrus Grove Lane
Suite 100
Oxnard, CA 93036 - 0741
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLL CIS GOLETA
6831 Hollister Avenue
Suite B
Goleta, CA 93117 - 3015
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XLMCIS WILSHIRE
888 Wilshire Boulevard
Los Angeles, CA 90017 - 2602
Site Type: Stand-Alone ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XRBCIS LOS ANGELES INTERNATIONAL
Los Angeles International Airport
380 World Way
Tom Bradley Terminal, P.O. Box N-20
Los Angeles, CA 90045 - 0000
Site Type: COLO/Port of Entry
Days of Operation: Mon - Fri (9:15 AM - 5:15 PM)

District PHO Phoenix

XPF CIS LAS VEGAS
6175 South Pecos Road
Las Vegas, NV 89120 - 6284
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XPGCIS TUCSON
1835 South Ahernon
Suite 218
Tucson, AZ 85711 - 5693
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XPHCIS RENO
1351 Corporate Boulevard
Reno, NV 89502 - 7148
Site Type: Co-located ASC
Days of Operation: Mon - Fri (7 AM - 3 PM)

XPI CIS YUMA
3250 South 4th Avenue
Suite E
Yuma, AZ 85365 - 4051
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XPQCIS PHOENIX
2545 East Thomas Road
Phoenix, AZ 85016 - 7941
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District PQO Portland - OR
XPL CIS PORTLAND - OR
721 S.W. 14th Avenue
Portland, OR 97205 - 1840
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District SEA Seattle
XSE CIS SEATTLE
12500 Tukwila International Boulevard
Seattle, WA 98168 - 2506
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XSF CIS SPOKANE
920 West Riverside
Room 691
Spokane, WA 99201 - 1090
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

XSH CIS YAKIMA
415 North 3rd Street
Yakima, WA 98901 - 2719
Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

District SFR San Francisco
XFB CIS OAKLAND
2040 Telegraph Avenue
Oakland, CA 94612 - 2306
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XFC CIS SANTA ROSA
1401 Guerneville Road
Suite 100
Santa Rosa, CA 95403 - 4174
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XFD CIS SALINAS

Santa Rita Plaza
1954 North Main Street
Salinas, CA 93906 - 2305
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XFE CIS SACRAMENTO

731 K Street
Room 100
Sacramento, CA 95814 - 3402
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XFF CIS MODESTO

Crossroads Shopping Center
901 North Carpenter Road
Suite 14
Modesto, CA 95351 - 1199
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XFG CIS FRESNO

4893 East Kings Canyon
Fresno, CA 93727 - 3811
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XFI CIS BAKERSFIELD

4701 Planz Road
Suite A-12
Bakersfield, CA 93309 - 6349
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XTD CIS SAN FRANCISCO

250 Broadway Street
San Francisco, CA 94111 - 1506
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XTE CIS SAN JOSE

122 Charcot Avenue
San Jose, CA 95131 - 1101
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

District SND San Diego

XSB CIS SAN DIEGO

2505 El Cajon Boulevard
San Diego, CA 92104 - 1117
Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XSC CIS SAN MARCOS

727 West San Marcos Boulevard
Suite 101 - 103
San Marcos, CA 92078 - 1244

Site Type: Stand-Alone ASC
Days of Operation: Tue - Sat (8 AM - 4 PM)

XSD CIS CALEXICO

16 Heffernan Avenue
Calexico, CA 92231 - 2734

Site Type: Co-Located ASC
Days of Operation: Mon - Fri (8 AM - 4 PM)

SECTION D - PACKAGING AND MARKING

D.1 Reports and Deliverables

Reports and deliverables provided under this contract shall be clearly marked as the work product of the Contractor. They shall be bound in standard commercial format and shall be marked with the applicable contract number (and task order number, if applicable), and delivered to the Contracting Officer's Technical Representative (COTR) and Contracting Officer identified in Section G.

SECTION E - INSPECTION AND ACCEPTANCE

E.1 52.252-2 Clauses Incorporated by Reference FEB 1998

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: www.arnet.gov/far

52.246-4 Inspection of Services - Fixed Price AUG 1996
52.246-5 Inspection of Services - Cost Reimbursement APR 1984

SECTION F - DELIVERIES OR PERFORMANCE

F.1 52.252-2 Clauses Incorporated by Reference

FEB 1998

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: www.arnet.gov/far

52.242.15 Stop-Work Order

AUG 1989

Alternate I

52.242.17 Government Delay of Work

APR 1984

APR 1984

F.2 Contract Performance Period

The contract shall commence on date of commencement specified in the Contracting Officer's Notice to Proceed directive and continue for 12 months thereafter. In addition, this contract includes four 1-year options to extend the term of performance. The period of performance for any particular task order shall be established in the order itself. A contractor that is not the incumbent shall be allowed a transition period of up to 90 days to hire staff, obtain satisfactory personnel employment suitability clearances, assume the necessary leases, and become ready to take over full contract performance.

F.3 Deliverables

Deliverables shall be provided in accordance with Section C, Performance Work Statement, Paragraph 13. Any additional deliverable requirements will be specified in individual task orders.

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Contract Administration

Contracting Office

Department of Homeland Security (DHS)
U.S. Citizenship & Immigration Services (USCIS)
USCIS Contracting Office
70 Kimball Avenue
So. Burlington, VT 05403

**G.2 Contracting Officer's Technical Representative
(HSAR 3052.242-72)**

DEC 2003

(a) The Contracting Officer may designate Government personnel to act as the Contracting Officer's Technical Representative (COTR) to perform functions under the contract such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor within five working days after contract award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COTR under the contract.

(b) The Contracting Officer cannot authorize the COTR or any other representative to sign documents such as contracts, contract modifications, etc., that require the signature of the Contracting Officer.

(End of clause)

G.3 Funding and Appropriation Data

Funding and appropriation data for individual task orders issued under this contract will be specified on each individual task order.

G.4 Invoice Requirements

(a) Task orders shall be invoiced on a monthly basis. The invoice shall be sent in duplicate to the COTR and the Contracting Officer. The COTR will review and sign indicating services received. The COTR will mail/fax the invoice to the Contracting Officer who will in turn review and certify the invoice for payment. The Contracting Officer will then forward the invoice to the Dallas Finance Center for payment. The payment office address is as follows:

Dallas Finance Center
PO Box 561547
Dallas, TX 75356-1547

(b) To constitute a proper invoice, the invoice must include the following information and/or attached documentation:

- (1) Name and address of the Contractor;
- (2) Invoice date and number;
- (3) Contract number, contract line item number and, if applicable, the order number;
- (4) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (5) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;
- (6) Terms of any discount for prompt payment offered;
- (7) Name and address of official to whom payment is to be sent;
- (8) Name, title, and phone number of person to be notified in event of defective invoice; and
- (9) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.
- (10) Electronic funds transfer (EFT) banking information.
 - (A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.
 - (B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.
 - (C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(c) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR 1315.

(d) The format for the invoice back-up information is provided in the PWS, paragraph 12.

G.5 Task Orders, Modifications, Change Orders, Deviations

(a) The contractor shall be authorized to commence task order performance only following issuance of a task order. The individuals authorized to issue orders under this contract are identified as USCIS Contracting Office-Contracting Officers.

(b) The Contracting Officer retains the sole right to issue modifications and change orders. In no event shall any understanding or agreement, contract modification, change order, or other matter in deviation from the terms of this contract between the Contractor and a person other than the Contracting Office be effective or binding upon USCIS. All such actions must be formalized by a proper contractual document executed by the Contracting Officer.

(c) The Contracting Officer may issue orders by mail, facsimile or by electronic commerce methods.

G.6 Final Payment

As a condition precedent to final payment, a release discharging the Government, its officers, agents and employees of and from all liabilities, obligations, and claims arising out or under this contract shall be completed. A release of claims will be forwarded to the contractor at the end of each performance period for contractor signature.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 Small Business Subcontracting Plan

FAR 52.219-9 is incorporated by reference. A Subcontracting Plan in accordance with that clause must be submitted with the proposal by any other than small business and will be incorporated into the contract upon award.

H.2 Key Personnel

The seven personnel labor categories listed in Section C as "key personnel" are considered essential to the work being performed under this contract. Before replacing or diverting any of the listed or specified personnel the contractor shall:

- Notify the Contracting Officer no less than 15 days in advance.
- Submit a written explanation for the substitution.
- Furnish a resume for the substitute, ensuring that the individual meets the requirements as specified in the Performance Work Statement (PWS).

H.3 Security Requirements For Unescorted Facility Access Contract

Security requirements are addressed in the Performance Work Statement, Section C, Paragraph 20 of the contract.

H.4 Department of Labor Wage Determination

The Service Contract Act (SCA) applies to this contract. A list of the current Department of Labor wage determinations can be found at Attachment 1. A copy of each Wage Determination can be found in the attached Reference Library CD (Atch 3) and also at website www.wdol.gov. Wage determinations are hereby incorporated into and made a part of this contract.

H.5 Insurance

(a) The Contractor shall procure and maintain adequate insurance at the Contractor's expense during the term of this contract, and any extensions. Before starting work under this contract, the Contractor shall provide to the Contracting Officer evidence in the form of certificates of insurance as evidence of the existence of the following insurance coverage in amounts not less than the minimum amounts specified below:

- (1) Comprehensive General Liability: \$200,000 per person and \$500,000 per accident for bodily injury and \$50,000 per occurrence for property damage.
- (2) Automobile Insurance: \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage.

(3) Standard Worker's Compensation and Employer's Liability Insurance in the minimum amount of \$100,000.

Note: Additional Insurance requirements are addressed in the Performance Work Statement (PWS), Section C, Task 4.6.2 - Facilities Management.

H.6 Evaluation of Performance for Contractor Performance Reports

(a) Past performance information is relevant information regarding a Contractor's actions and conduct on previously awarded contracts. It includes such things as a Contractor's ability to conform to contract requirements and specifications, adherence to contract schedules, quality performance, cost control, reasonable and cooperative behavior, and commitment to customer satisfaction.

(b) For active contracts valued in excess of \$100,000 dollars, the Federal Acquisition Regulation (FAR) 42.1502 requires federal agencies to prepare Contractor performance evaluations (report cards). Report cards are completed and forwarded to the Contractor for review within thirty (30) calendar days from the time the work under the contract is completed for each contract year. Interim evaluations by the Contracting Officer may be completed as necessary. The Contractor has thirty (30) days to reply with comments, rebutting statements, or additional information that will be made part of the official record. Performance evaluation reports will be available to Government contracting personnel for their use in making responsibility determinations and source selection purposes on future contract actions.

H.7 Representations, Certifications and Other Statements of Offerors

Section K Representations, Certifications and Other Statements of Offerors will be incorporated by reference into the awarded contract with the same force and effect as if they were included in full text.

SECTION I - CONTRACT CLAUSES**I.1 52.252-2 Clauses Incorporated by Reference FEB 1998**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses: www.arnet.gov/far

52.202-1	Definitions	JUL 2004
52.203-3	Gratuities	APR 1984
52.203-5	Covenant Against Contingent Fees	APR 1984
52.203-6	Restrictions on Subcontractor Sales to the Govt	JUL 1995
52.203-7	Anti-Kickback Procedures	JUL 1995
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	JAN 1997
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity	JAN 1997
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	JUN 2003
52.204-4	Printed or Copied Double-Sided on Recycled Paper	AUG 2000
52.204-7	Central Contractor Registration	OCT 2003
52.209-6	Protecting the Governments Interest When Subcontracting with Contractors Debarred, Suspended or Proposed for Debarment	JAN 2005
52.215-2	Audit and Records--Negotiation	JUN 1999
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-11	Price Reduction for Defective Cost or Pricing Data - Modifications	OCT 1997
52.215-13	Subcontractor Cost or Pricing Data - Modifications	OCT 1997
52.215-14	Integrity of Unit Prices	OCT 1997
52.215-20	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data	OCT 1997
52.215-21	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data - Modifications	OCT 1997
52.216-7	Allowable Cost and Payment	DEC 2002
2.216-22	Indefinite Quantity	OCT 1995
52.216-24	Limitation of Government Liability	APR 1984
52.216-25	Contract Definitization	OCT 1997
52.217-8	Option to Extend Services	NOV 1999
52.217-9	Option to Extend the Term of the Contract	MAR 2000

52.219-4	Notice of Price Evaluation Preference for HUBZone Small Business Concerns	JUL 2005
52.219-8	Utilization of Small Business Concerns	MAY 2004
52.219-9	Small Business Subcontracting Plan	JAN 2002
52.219-16	Liquidated Damages - Subcontracting Plan	JAN 1999
52.219-25	Small Disadvantaged Business Participation Program-Disadvantaged Status and Reporting	OCT 1999
52.222-2	Payment of Overtime Premiums	JUL 1990
52.222-3	Convict Labor	JUN 2003
52.222-4	Contract Work Hours and Safety Standards Act - Overtime Compensation	JUL 2005
52.222.21	Prohibition of Segregated Facilities	FEB 1999
52.222-26	Equal Opportunity	APR 2002
52.222-29	Notification of Visa Denial	JUN 2003
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and other Eligible Veterans	DEC 2001
52.222-36	Affirmative Action for Workers with Disabilities	JUN 1998
52.222-37	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and other Eligible Veterans	DEC 2001
52.222-41	Service Contract Act of 1965, as Amended	JUL 2005
52.222-43	Fair Labor Standards Act and Service Contract Act - Price Adjustment (Multiple Year and Option Contracts)	MAY 1989
52.222-47	SCA Minimum Wages and Fringe Benefits Applicable to Successor Contract Pursuant to Predecessor Contractor Collective Bargaining Agreements (CBA)	MAY 1989
52.223-6	Drug-Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	AUG 2000
52.223-13	Certification of Toxic Chemical Release Reporting	AUG 2003
52.223-14	Toxic Chemical Release Reporting	AUG 2003
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	MAR 2005
52.226-1	Utilization of Indian Organizations and Indian-Owned Economic Enterprises	JUN 2000
52.227-1	Authorization and Consent	JUL 1995
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement	AUG 1996
52.228-5	Insurance - Work on a Government Installation	JAN 1997
52.228-7	Insurance - Liability to Third Persons	MAR 1996

52.229-3	Federal, State, and Local Taxes	APR 2003
52.230-2	Cost Accounting Standards	APR 1998
52.230-3	Disclosure and Consistency of Cost Accounting Practices	APR 1998
52.230-4	Consistency in Cost Accounting Practices	AUG 1992
52.230-6	Administration of Cost Accounting Standards	APR 2005
52.232-1	Payments	APR 1984
52.232-8	Discounts for Prompt Payment	FEB 2002
52.232-11	Extras	APR 1984
52.232-17	Interest	JUN 1996
52.232-18	Availability of Funds	APR 1984
52.232-20	Limitation of Cost	APR 1984
52.232-23	Assignment of Claims	JAN 1986
52.232-25	Prompt Payment	OCT 2003
52.232-33	Payment by Electronic Funds Transfer - Central Contractor Registration	OCT 2003
52.233-1	Disputes	JUL 2002
52.233-2	Service of Protest	AUG 1996
52.233-3	Protest After Award	AUG 1996
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.237-2	Protection of Government Buildings, Equipment and Vegetation	APR 1984
52.237-3	Continuity of Services	JAN 1991
52.242-1	Notice of Intent to Disallow Costs	APR 1984
52.242-13	Bankruptcy	JUL 1995
52.243-1	Changes - Fixed Price	AUG 1987
52.243-2	Changes - Cost Reimbursement	AUG 1987
52.243-7	Notification of Changes	APR 1984
52.244-2	Subcontracts	AUG 1998
52.244-5	Competition in Subcontracting	DEC 1996
52.244-6	Subcontracts for Commercial Items	DEC 2004
52.245-1	Property Records	APR 1984
52.245-2	Government Property (Fixed-Price Contracts)	MAY 2004
52.246-25	Limitation of Liability - Services	FEB 1997
52.248-1	Value Engineering	FEB 2000
52.249-2	Termination for Convenience of the Government (Fixed Price)	MAY 2004
52.249-6	Termination (Cost Reimbursement)	MAY 2004
52.249-8	Default (Fixed-Price Supply and Service)	APR 1984
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 1984
52.253-1	Computer Generated Forms	JAN 1991

I.2. FAR Clauses in Full Text

FAR 52.216-18 Ordering OCT 1995

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the date of contract award through the expiration date of the base year, and for the option year timeframes stated in Section B during the option years.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

FAR 52.216-19 Order Limitations OCT 1995

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than \$500,000, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum Order. The Contractor is not obligated to honor-

(1) Any order for a single item in excess of \$50M.

(2) Any order for a combination of items in excess of \$150M.

(3) A series of orders from the same ordering office within (1) week that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within two (2) days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

52.216-22

Indefinite Quantity

OCT 1995

- (a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.
- (b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."
- (c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.
- (d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after four months following the expiration of the contract term.

52.217-9

Option to Extend the Term of the Contract

MAR 2000

- (a) The Government may extend the term of this contract by written notice to the Contractor within 15 days prior to the expiration of the contract term; provided, that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months.

52.222-42

Statement of Equivalent Rates for Federal Hires MAY 1989

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe

benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION

<u>Employee class</u>	<u>Monetary wage - Fringe benefits</u>		
Quality Assurance Specialist	GS-072-4/4	\$12.99	32%
Quality Assurance Processor	GS-072-4/4	\$12.99	32%
Unarmed Guard	GS-085-4/4	\$12.99	32%
Armed Guard	GS-085-4/4	\$12.99	32%
Biometric Technician	GS-072-4/4	\$12.99	32%

I.3 Homeland Security Acquisition Regulations (HSAR) clauses and provisions incorporated by reference.

3052.209-72	Disclosure of Conflicts of Interest	DEC 2003
3052.215-70	Key Personnel or Facilities	DEC 2003
3052.219-70	Small Business Program Subcontracting Reporting	DEC 2003
3052.219-71	DHS Mentor-Protege Program	DEC 2003
3052.242-71	Dissemination of Contract Information	DEC 2003
3052.245-70	Government Property Reports	DEC 2003

I.4 Homeland Security Acquisition Regulations (HSAR) clauses and provisions in full text:

3052.209-70 Prohibition on contracts with corporate expatriates.

As prescribed at (HSAR) 48 CFR 3009.104-75, insert the following clause:

**PROHIBITION ON CONTRACTS WITH CORPORATE EXPATRIATES
[DEC 2003]**

(a) Prohibitions.

Section 835 of Public Law 107-296, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity after November 25, 2002, which is treated as an inverted domestic corporation as defined in this clause. The Secretary shall waive the prohibition with respect to any specific contract if the Secretary determines that the waiver is required in the interest of homeland security, or to prevent the loss of any jobs in the United States or prevent the Government from incurring any additional costs that otherwise would not occur.

(b) Definitions. As used in this clause:

"Expanded Affiliated Group" means an affiliated group as defined in section 1504(a) of the Internal Revenue Code of 1986 (without regard to section 1504(b) of such Code), except that section 1504 of such Code shall be applied by substituting 'more than 50 percent' for 'at least 80 percent' each place it appears.

"Foreign Incorporated Entity" means any entity which is, or but for subsection (b) of Section 835 of the Homeland Security Act, Public Law 107-296, would be, treated as a foreign corporation for purposes of the Internal Revenue Code of 1986.

"Inverted Domestic Corporation." A foreign incorporated entity shall be treated as an inverted domestic corporation if, pursuant to a plan (or a series of related transactions)—

(1) The entity completes after November 25, 2002, the direct or indirect acquisition of substantially all of the properties held directly or indirectly by a domestic corporation or substantially all of the properties constituting a trade or business of a domestic partnership;

(2) After the acquisition at least 80 percent of the stock (by vote or value) of the entity is held—

(i) In the case of an acquisition with respect to a domestic corporation, by former shareholders of the domestic corporation by reason of holding stock in the domestic corporation; or

(ii) In the case of an acquisition with respect to a domestic partnership, by former partners of the domestic partnership by reason of holding a capital or profits interest in the domestic partnership; and

(3) The expanded affiliated group which after the acquisition includes the entity does not have substantial business activities in the foreign country in which or under the law of which the entity is created or organized when compared to the total business activities of such expanded affiliated group.

"Person", "domestic", and "foreign" have the meanings given such terms by paragraphs (1), (4), and (5) of section 7701(a) of the Internal Revenue Code of 1986, respectively.

(c) Special rules. The following definitions and special rules shall apply when determining whether a foreign incorporated entity should be treated as an inverted domestic corporation.

(1) Certain Stock Disregarded. For the purpose of treating a foreign incorporated entity as an inverted domestic corporation these shall not be taken into account in determining ownership:

(i) stock held by members of the expanded affiliated group which includes the foreign incorporated entity; or

(ii) stock of such entity which is sold in a public offering related to the acquisition described in subsection (b)(1) of Section 835 of the Homeland Security Act, Public Law 107-296.

(2) Plan Deemed In Certain Cases. If a foreign incorporated entity acquires directly or indirectly substantially all of the properties of a domestic corporation or partnership during the 4-year period beginning on the date which is after the date of enactment of this Act and which is 2 years before the ownership requirements of subsection (b)(2) are met, such actions shall be treated as pursuant to a plan.

(3) Certain Transfers Disregarded. The transfer of properties or liabilities (including by contribution or distribution) shall be disregarded if such transfers are part of a plan a principal purpose of which is to avoid the purposes of this section.

(d) Special Rule For Related Partnerships. For purposes of applying Section 835(b) of Public Law 107-296 to the acquisition of a domestic partnership, except as provided in regulations, all domestic partnerships which are under common control (within the meaning of section 482 of the Internal Revenue Code of 1986) shall be treated as a partnership.

(e) Treatment of Certain Rights.

(1) Certain rights shall be treated as stocks to the extent necessary to reflect the present value of all equitable interests incident to the transaction, as follows:

- (i) warrants;
- (ii) options;
- (iii) contracts to acquire stock;
- (iv) convertible debt instruments; and
- (v) others similar interests.

(2) Rights labeled as stocks shall not be treated as stocks whenever it is deemed appropriate to do so to reflect the present value of the transaction or to disregard transactions whose recognition would defeat the purpose of Section 835.

(f) Disclosure.

By signing and submitting its offer, an offeror under this solicitation represents that it not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of Section 835 of the Homeland Security Act, Public Law 107-296 of November 25, 2002.

(g) If a waiver has been granted, a copy of the approved waiver shall be attached to the bid or proposal.

(End of provision)

**3052.237-70 Qualifications of Contractor Employees
(NOV 2004) (DEVIATION)**

(a) "Sensitive Information" means information that is:

(1) Protected Critical Infrastructure Information (PCII) as described in the Critical Infrastructure Information Act of 2002, 6 U.S.C. sections 211-224; its implementing regulations, 6 CFR Part 29; or the applicable PCII Procedures Manual; or

(2) Sensitive Security Information (SSI), as described in 49 CFR Part 1520; or

(3) Sensitive but Unclassified Information (SBU), which consists of any other unclassified information which:

(i) if lost, misused, modified, or accessed without authorization, could adversely affect the national interest, proprietary rights, the conduct of Federal programs, or individual privacy under 5 U.S.C. section 552a; and,

(ii) if provided by the government to the contractor, is marked in such a way as to place a reasonable person on notice of its sensitive nature.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms, as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(End of clause)

Alternate (NOV 2004) Deviation. If the Department has determined that the contractor will not have access to Information Technology (IT) resources, but contractor employee access to other sensitive information or Government facilities must nonetheless be limited to U.S. citizens and lawful permanent residents, add the following paragraph:

(g) Each individual employed under the contract shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by an Alien Registration Receipt Card Form I-151. Any exceptions must be approved by the Department's Chief Security Officer or designee.

(h) Contractors shall identify in their proposals, the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of personnel who are non-U.S. citizen after contract award shall also be reported to the contracting officer.

(End of clause)

HSSCCG-06-R-00001

SECTION J - LIST OF ATTACHMENTS

Attachment 1 - List of Department of Labor Wage Determinations

Attachment 2 - Past Performance Questionnaire

Attachment 3 - Reference Library CD (Separate Cover - available upon request)

J-1

SECTION K - REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS

K.1 FAR 52.204-8 Annual Certifications and Representations JAN 2005

(a)(1) If the clause at 52.204-7, Central Contractor Registration, is included in this solicitation, paragraph (b) of this provision applies.

(2) If the clause at 52.204-7 is not included in this solicitation, and the offeror is currently registered in CCR, and has completed the ORCA electronically, the offeror may choose to use paragraph (b) instead of completing the corresponding individual representations and certifications in the solicitation. The offeror shall indicate which option applies by checking one of the following boxes:

(i) Paragraph (b) applies.

(ii) Paragraph (b) does not apply and the offeror has completed the individual representations and certifications in the solicitation.

(b) The offeror has completed the annual representations and certifications electronically via the Online Representations and Certifications Application (ORCA) website at <http://orca.bpn.gov>. After reviewing the ORCA database information, the offeror verifies by submission of the offer that the representations and certifications currently posted electronically have been entered or updated within the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201); except for the changes identified below [*offeror to insert changes, identifying change by clause number, title, date*]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR CLAUSE #	TITLE	DATE	CHANGE
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Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on ORCA.

(End of provision)

K.2 Small Business Program Representations

The North American Industry Classification System (NAICS) code and small business size standard applicable to this solicitation are as follows:

NAICS: 561210

Small Business Size Standard: \$30M

**SECTION L - INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS
OR QUOTERS**

L.1 52.252-1 Solicitation Provisions Incorporated by Reference FEB 1998

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es): <http://www.arnet.gov/far>.

52.215-1	Instructions to Offerors - Competitive	JAN 2004
52.215-16	Facilities Capital Cost of Money	JUN 2003
52.222-24	Preaward On-Site Equal Opportunity Compliance Review	FEB 1999
52.222-46	Evaluation of Compensation for Professional Employees	FEB 1993
52.232-38	Submission of Electronic Funds Transfer Information with Offer	MAY 1999
52.237-1	Site Visit	APR 1984
L.2 52.216-1	Type of Contract	APR 1984

The Government contemplates award of a single Indefinite-Delivery, Indefinite-Quantity (IDIQ) Contract.

L.3 52.215-20 Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data. OCT 1997
Alternate IV (OCT 1997)

(a) Submission of cost or pricing data is not required.

(b) Provide information described below:

Detailed pricing breakdown and narrative explanation for all price components proposed such as direct labor and fringes, other direct costs, material, indirect costs and profit. This information is requested to determine price realism and reasonableness of the prices proposed and may be submitted in the offeror's regular proposal format.

(End of provision)

L.4 52.233-2 Service of Protest AUG 1996

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the Contracting Officer (addressed as

follows) by obtaining written and dated acknowledgement of receipt from the Contracting Officer, USCIS Contracting Office, 70 Kimball Avenue, So. Burlington, VT 05403.

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

L.5 Prospective Offerors' Questions

(a) Questions concerning the solicitation document shall be submitted in writing by fax to (802) 951-6455, or by email to kristie.nestle@dhs.gov and ned.ross@dhs.gov and must be received no later than close of business on 12/06/05 to allow a reply to be posted at <http://www.fedbizopps.gov> in a timely manner before proposals are due. All Offerors are responsible for following up for any posted changes to the solicitation via amendment at the aforementioned cite.

(b) In order to receive responses to questions, Offerors shall cite the solicitation section, paragraph number, and page number. The USCIS recommends that Offerors ensure the question is written to enable a clear understanding as to the Offeror's issues or concerns within the referenced paragraph. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries or comments for this purpose and will NOT receive a response from the USCIS. Further, Offerors are reminded that the USCIS will NOT address hypothetical or theoretical questions aimed toward receiving a potential "evaluation" decision from the USCIS. Answers to questions will give due regard to the proper protection of proprietary information.

L.6 Site Visit

(a) The Government will conduct a site visit to the Alexandria, VA ASC (Medium-Size ASC), on 11/28/05. Offerors are limited to two attendees per company and shall pre-register with the Contracting Office by submitting the names of attendees, in writing, by close of business 11/21/05. Registration shall be accomplished on company letterhead by fax to (802) 951-6455 or email to kristie.nestle@dhs.gov and ned.ross@dhs.gov. Specific instructions (time, directions, rules of conduct, etc.) for the site visit will be provided to the registrants.

(b) Site visit to the Alexandria, VA ASC:
USCIS
ASC Alexandria
8850 Richmond Hwy, Suite 100
Alexandria, VA 22309-1586

L.7 Pre-proposal Conference

(a) The Government will conduct a pre-proposal conference on 11/29/05. Offerors are limited to two attendees per company and shall pre-register with the Contracting Office

by submitting the names of corporate attendees, in writing, by close of business 11/21/05. Registration shall be accomplished on company letterhead by fax to (802) 951-6455 or email to kristie.nestle@dhs.gov and ned.ross@dhs.gov. Specific instructions (time, place, rules of conduct, directions, etc.) for the pre-proposal conference will be provided to the registrants. The pre-proposal conference will take place in the Washington DC area.

During this conference USCIS will present information about the Application Support Center requirement and answer the previously received Offeror questions. As noted in paragraph L.5, the final date for receipt of questions is 12/06/05 which allows Offerors time for questions after the site visit and pre-proposal conference. No questions will be entertained at the conference.

L.8 Proposal Receipt

All proposals must be received by 3:00pm (EST) on January 6, 2006. No extension of the due date is permitted. Proposals (including the signed SF33 and amendments are required) shall be submitted in a sealed envelope (FedEx or equivalent mail service) to the CO, Mr. Ned Ross at the address below. Submissions must show the name and address of the Offeror along with Solicitation Number. No fax submissions will be allowed except for completed Past Performance Questionnaires.

Mr. Ned Ross
Department of Homeland Security
Office of Procurement Operations
CIS Contracting Office
70 Kimball Avenue
South Burlington, VT 05403
802-872-4111 (Phone)
802-951-6455 (Fax)

The South Burlington, Vermont mailing address indicated above is where all mail deliveries go. Our office physical location is in Williston, Vermont. It is permissible for proposals to be hand-delivered. Any Offeror wishing to personally deliver proposals shall send an email to either of the POCs listed in FedBizOpps, Kristie Nestle or Ned Ross, requesting the directions.

L.9 Instructions for Submission of Proposals

(a) The Technical/Past Performance Proposal and the Business Proposal shall be submitted in two separate packages and be clearly marked as to the contents. Lengthy, elaborate proposals are neither required nor encouraged. The Technical Information portion of the proposal shall not exceed 125 pages. Resumes are excluded from the page limitation, however resumes shall be limited to three (3) pages each. The Transition Plan is exempt from the Technical Information page limitation, but shall be limited to 65 pages. The Past Performance information shall not exceed 30 pages. The Questionnaires

are to be faxed directly from the Offeror's client to the Contracting Officer and are not part of the Past Performance page limitation. Facsimile proposals are not acceptable. One copy of each proposal, successful or unsuccessful, will be retained by the contracting office and the remainder will be destroyed by shredding.

Technical Proposal	Page Limitation
-Part 1: Technical Information	125 Pages (excludes resumes/resumes limited to 3 pages each)
-Part 2: Past Performance	30 Pages
-Part 3: Transition Plan	65 Pages
Business Proposal	Unlimited

Proposal Limitations: The contents of the volumes shall be within the required page limits specified in the table above. Page limitations shall be treated as maximums. **IF PAGE LIMITATIONS ARE EXCEEDED, THE PROPOSAL WILL BE REJECTED.**

- Proposals must be submitted using Microsoft Office 2000 including Word (.DOC), Excel (.XLS), and PowerPoint (PPT or PPS). Disable macros on all files.
- Proposals must be legible, single-spaced, computer-printed copy (on one side only).
- Except for the reproduced sections of the solicitation document, the text font will be Times New Roman and text size no less than 12-point proportional.
- Page size shall be 8.5 by 11.0 inches.
- Use at least 1-inch margins from the page edge to the main text on the top and bottom and ¼ inch side margins.
- Tables, charts, graphs, appendices, and attachments may be used wherever practical. These pages will be included as part of the page limitation. They should be used to illustrate items such as organization structures, systems and layout, implementation schedules, or plans. These displays shall be uncomplicated, legible and shall not exceed 8.5 by 11.0 inches.

(1) Volume 1 - Technical/Past Performance Information Proposal

a. The Technical/Past Performance Information Proposal shall be submitted in an original (a hardcopy with a compact disk (CD) in Microsoft Office Professional 2000) and five (5) duplicate copies. No cost/price information shall be contained in the technical/past performance information proposal.

b. **Technical Information:** The offeror's proposal shall address its management/performance approach for performing this contract. The following areas shall be addressed:

- **Program Management Team:** Discuss the proposed program management team, including the proposed line of responsibility, authority, and communication

through which tasks will be managed. Describe how the management team will interface with USCIS and the offeror's teaming partners, if any.

- **Staffing/Retention:** The offeror shall address how it intends to attract and retain a quality workforce over the life of the contract. Include an organization chart showing locations, positions, number of full-time equivalents (FTEs) per position, and reporting structure to meet baseline workload. Describe any subcontractor or teaming arrangement proposed, to include the extent of involvement of any subcontractor and criticality of the work to be subcontracted. Describe how the offeror will manage any subcontractor to ensure that the services required by the contract are being provided.
- **Transition:** Address the plan for transition. The offeror shall discuss its process for hiring of initial staff, coordination with the offeror's staffing/retention plan, ability to obtain key personnel, training plan, transfer of inventory, the employment of subcontractor resources (i.e., labor, goods, and services), the obtaining satisfactory personnel employment suitability clearances, and the assumption of leases. Provide a detailed step-by-step plan for obtaining all resources required within the ninety-day transition period.
- **Practical Experience:** The offeror shall discuss its practical experience in providing (1) multi-location, multi-function customer services and facilities management support to the U.S. Government, and (2) experience related to immigration benefits services. Include aggregate contract years of practical experience in each of these areas.
- **Key Personnel:** The offeror shall submit one resume for each of the Category-I key personnel identified in the Performance Work Statement. Personnel resumes submitted by the offeror must meet or exceed the minimum personnel experience and education qualifications set forth in the Performance Work Statement.
- **Training:** The offeror shall discuss its experience with implementing a training program and address how it intends to implement the required training program outlined in the Performance Work Statement.
- **Quality Assurance:** The offeror shall demonstrate its understanding of, and ability to establish and maintain, Quality Control operations, quality standards, performance measures, and continuous quality improvement in a project of this scale.
- **Management Controls:** The offeror shall demonstrate how it will manage workloads and balance resources in order to meet unanticipated surges in varying locations; how the offeror will maintain customer satisfaction, including how customer satisfaction will be ascertained and measured and how remedies will be applied to address any dissatisfaction that occurs; how the offeror will maintain management and communications control (including security) over a large

workforce in geographically dispersed locations; the methods the offeror proposes to maintain daily operations in accordance with prescribed procedures according to required timetables; and the offeror's plan to collect and produce productivity data and reports that will produce meaningful and reliable performance reporting.

c. **Past Performance Information:** The Offeror shall provide a list of references to establish previous experience in performance for technical projects similar in size, scope, and complexity to the requirement being competed. The Offeror shall cite not less than five (5) but not more than twelve (12) projects performed, in whole or in part, within the last 10 years. One or more of the references shall be provided for each prime teaming member, and for any subcontractor that is anticipated to perform ten (10) percent or more of the proposed contract labor hours. At least two (2) of the references must be for a contract performed outside the US. and its territories. In order to facilitate the evaluation of the Offeror's past performance, the Offeror shall present the following information:

- Customer Name and Address
- Contract Number/Contract Title
- Delivery Schedule/Period of Performance
- Contract Value
- Description of the Work Performed
- Customer Point of Contact (Name, Telephone Number, Address and email address or fax number, if known) for Business Manager and Technical Manager

The Past Performance Questionnaire must be completed by each of the references identified above and submitted directly to CIS at the address shown on the questionnaire no later than the close of business on or before the date proposals are due.

It is the Offeror's responsibility to forward the past performance questionnaires to the required references and have those references complete the questionnaires and fax them no later than the due date of the RFP to Kristie Nestle or Ned Ross at 802-951-6455.

Offerors shall not submit past performance questionnaires with their proposals.

(2) Volume II - Business Proposal

a. The Business Proposal shall be submitted in an original hardcopy with a compact disk (CD) in Microsoft Office Professional 2000) and two duplicate copies.

b. The Offeror shall prepare a Business Proposal that contains all information necessary to allow for a comprehensive evaluation. The Business Proposal shall contain the following information:

- Solicitation Number
- Name and address of Offeror

- Name and Point of Contact telephone number, fax number and email address (primary POC for this proposal)
- Name/POC for cognizant contract administration office and Audit Agency
- Date of submission
- Teaming Arrangements and how each teaming partner's prices are incorporated into the Offeror's overall proposed price
- Name, title, and signature of authorized representative

c. The Business Proposal shall contain an executed SF33, completed Section B Price Schedule, acknowledgement of any solicitation amendments, a Profit & Loss Statement and a Total Compensation Plan for professional and administrative employees not subject to the Service Contract Act. All other than small business offerors must also submit a Small Business Subcontracting Plan in accordance with FAR 19.704. This proposal shall also include any assumptions made or exceptions taken to the solicitation. In accordance with the RFP, Section K, complete the on-line representations and certifications.

d. SF33: Complete Blocks 12 through 18.

e. Section B, Price Schedule: Section B is divided into three Regions. Complete the CLINs under all Regions for the base and all four option years.

Pricing of Options. Offerors shall price the options requirements for the four additional one-year option periods by assuming that the minimum hourly wage and fringe benefits established by the Administrator, Wage and Hour Division, U.S. Department of Labor, for the initial one-year base period will apply to the four additional one-year option periods. The minimum wage rates and fringe benefits applicable to the initial one-year base period of performance are outlined in the respective wage determinations listed in Attachment 1.

In the event the options(s) to extend performance is exercised by the Government, the contract price(s) will be subject to adjustment in accordance with the clause entitled FAR 52.222-43 - Fair Labor Standards Act and Service Contract Price Adjustment (Multiple Year and Option Contracts), included by reference in this contract. No contract price adjustments will be made outside the FAR requirements of 22.1012-3.

The Government reserves the right to exercise any, all, or none of the options. If, however, the Government fails to exercise any of the four one-year options, it shall have no right to exercise any of the remaining one-year options.

f. Amendments: Acknowledge all amendments to the solicitation by signing the SF30, Blocks 15A, B & C.

g. Prior to award of a contract as a result of this solicitation, the Contracting Officer is required to make an affirmative determination that the prospective contractor is

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

h. All offerors classified as "Other than Small Businesses" by Small Business Administration standards are notified that a subcontracting plan in accordance with the provisions of FAR clause 52.219-9 shall be required with the proposal, shall be included in the business proposal, and the plan shall become a part of the contract. Additionally, participation in the Mentor/Protege Program is encouraged and is an evaluation subfactor.

Department of Homeland Security Small Business Subcontracting Goals

Category	Percentage
SB Subcontracts	40%
SDB Subcontracts	5.0%
WOSB Subcontracts	5.0%
HUBZone Subcontracts	3.0%
SDVOSB Subcontracts	3.0%

i. Assumptions And Constraints. This section of the Offeror's proposal is designed to provide a comprehensive narrative discussion/explanation of all of the assumptions and constraints used in developing the proposal. A complete explanation of all proposed prices shall be provided as required by paragraph L.3 above. This section shall also be used to provide (if necessary) any additional information.

j. Section K, Representations and Certifications: In accordance with Section K, complete the Online Representations and Certifications Application (ORCA), website <http://orca.bpn.gov>.

L.10 Teaming Relationship

If two or more Offerors intend to work together to meet the solicitation requirements, the proposal response must clearly identify the type of relationship (i.e., joint venture agreement, prime/subcontractor arrangement) of all parties involved. Refer to FAR 9.601, *Contractor Team Arrangements*, for descriptions of the types of agreements. A signed copy of the joint venture or prime/subcontractor agreement must be submitted with the solicitation response. This signed copy of the teaming relationship must be submitted with **both** the Technical Proposal and the Business Proposal.

SECTION M - EVALUATION FACTORS FOR AWARD

M.1 Award Criteria

- (a) The Government intends to evaluate proposals and award a contract without discussions with offerors. However, the Government reserves the right to conduct discussions if later determined to be necessary by the Contracting Officer. Therefore, each initial offer should contain the offeror's best terms from a cost or price and technical standpoint.
- (b) If the Government determines that discussions are necessary, the Contracting Officer may establish a competitive range based on the evaluations of the technical and business proposals for the purpose of holding discussions with offerors. The Contracting Officer may limit the competitive range for purposes of efficiency in accordance with FAR 52.215-1(f)(4).
- (c) Proposals will be evaluated with regard to three evaluation factors, Technical Capability, Past Performance, and Price, listed in descending order of importance. The Technical Capability factor is more important than Past Performance, and Technical Capability and Past Performance, when combined, are significantly more important than Price. Award will be made to the Offeror whose proposal represents the best value to the Government.
- (d) As defined in FAR 2.101, Best Value means "the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement." Consequently, this contract will be awarded to the responsible Offeror whose proposal, conforming to the solicitation, results in the most advantageous integration of the Technical Capability, Past Performance, and Price factors.
- (e) USCIS will utilize a trade-off process between price and non-price factors to allow USCIS to accept other than the lowest priced proposal, or other than the highest technically rated Offeror. Neither the lowest price nor the highest technical rating will be the definitive-determining factor in making an award. If two Offerors have similar technical capability and past performance, then price may become the discriminating factor. Ratings between competing proposals will be analyzed to determine what the difference may mean in terms of performance, and what it will cost the Government to take advantage of it. As such, the Government may reject any or all offers if such action is in the best interest of the Government, and the Government may accept an offer that is not the lowest price.

M.2 Non-Agency & Contractor Evaluation Support

USCIS will use acquisition support Contractor personnel to support the Government's evaluation of proposals in accordance with the Department of Homeland Security Acquisition Regulation (HSAR) 3015.207-70. The Contractor employees will have access to information contained in the Contractor's proposals and will be subject, as are

all other members of the source selection organization, to the appropriate conflict of interest, standards of conduct, and confidentiality restrictions. Non-Government personnel are advisors only and are not voting members of evaluation panels. Both Government evaluators and non-Government advisors will sign non-disclosure agreements.

M.3 52.217-5 Evaluation of Options

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Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interest, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

M.4 Technical Capability Evaluation Factors

The Offeror's technical capability will be evaluated based on the extent to which the offeror's approach and practical experience conveys a full understanding of the requirements of the PWS and is in compliance with the requirements as stated in Section L of the RFP.

The following technical evaluation factors are considered of equal importance:

1. Program Management Team
2. Staffing/Retention
3. Transition
4. Practical Experience
5. Key Personnel
6. Training
7. Quality Assurance
8. Management Controls

M.5 Past Performance Evaluation Factors

(a) The Offeror's past performance will be evaluated on the degree of relevance to the requirements of the RFP on the basis of similarity in size, scope, complexity, and technical difficulty, and on the Past-Performance Questionnaires submitted by past clients. Recent experience within the last ten (10) years will be evaluated.

(b) If some of the Offeror's experience is relevant and the rest is not, only the relevant experience will be evaluated for purposes of past performance. If no experience is relevant a rating of "Neutral" will be assigned for past performance. If the Offeror has no past performance, the Offeror shall submit a certification to the Contracting Officer indicating the Offeror has no past performance.

(c) Evaluations may include interviews with previous clients of the prime contractor and subcontractors and may include interviews with previous clients of proposed key personnel.

M.6 Price Evaluation

(a) Proposals will be evaluated for price reasonableness, consistency, arithmetic accuracy, realism, and responsiveness of each business proposal, including all options, and to assess the acceptability or the unacceptability of the other business factors for the proposal. The results of the business proposal evaluation shall also be used as an aid in determining each offeror's understanding of the requirements of the solicitation.

(b) Prices will be evaluated for realism and reasonableness. Proposals which are unrealistic in terms of technical commitment or unrealistically low in cost(s) (e.g. unrealistic base rates for one or more labor categories) and/or price will be deemed to show an inherent lack of technical competence or failure to comprehend the complexity and risk of the work requirement may be grounds for the rejection of the proposal. Any proposal that is unreasonably or materially unbalanced as to price for basic and follow-on year quantities may be rejected. An unbalanced proposal is one that incorporates prices significantly less than cost for some items and/or prices that are significantly overstated for other items.

(c) HSAR 3052.219-72 Evaluation of Prime Contractor Participation in the DHS Mentor-Protege Program

This solicitation contains a source selection factor or subfactor regarding participation in the DHS Mentor-Protege Program. In order to receive credit under the source selection factor or subfactor, the offeror shall provide a signed letter of mentor-protege agreement approval from the DHS OSDBU.

(End of clause)

If participating in a Mentor/Protege relationship, approval of participation in this program should have occurred prior to proposal submission.

(d) The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the base year for each region. Evaluation of options shall not obligate the Government to exercise the option(s).

(e) The Government will conduct its price evaluation using one or more of the techniques specified in FAR 15.404-1(b), Price Analysis. The Government will also look at other areas of the offerors proposal to make sure it complies with the instructions provided in Section L - Proposal Instructions.

M.7 Award Selection

(a) The Government intends to award a single contract resulting from this solicitation to the responsible offeror whose proposal represents the "best value" after evaluation in accordance with the factors listed herein, using the trade-off process.

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(b) The Contracting Officer will notify the successful offeror upon completion of the selection process. The Contracting Officer will notify all unsuccessful offerors in the competitive range of the proposal which was selected for award.

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ATTACHMENT 1

LIST OF WAGE DETERMINATIONS

Location	County	State	Wage Determination #	Revision Number	Revision Date
Birmingham	Jefferson	Alabama	94-2003	27	5/23/05
Anchorage	Anchorage	Alaska	94-2017	33	5/23/05
Phoenix	Maricopa	Arizona	94-2023	30	5/23/05
Tucson	Pima	Arizona	94-2025	33	5/23/05
Yuma	Yuma	Arizona	94-2027	25	5/23/05
Ft. Smith	Sebastian	Arkansas	94-2037	29	6/03/05
Bakersfield	Kern	California	94-2043	27	5/23/05
Fresno	Fresno	California	94-2045	23	5/23/05
Bellflower	Los Angeles	California	94-2047	27	5/23/05
Buena Park	Orange	California	94-2047	27	5/23/05
El Monte	Los Angeles	California	94-2047	27	5/23/05
Gardena	Los Angeles	California	94-2047	27	5/23/05
Pomona	Los Angeles	California	94-2047	27	5/23/05
Santa Ana	Orange	California	94-2047	27	5/23/05
Van Nuys	Los Angeles	California	94-2047	27	5/23/05
Wilshire	Los Angeles	California	94-2047	27	5/23/05
Salinas	Monterey	California	94-2049	24	5/23/05
Oakland	Alameda	California	94-2051	27	5/23/05
San Diego	San Diego	California	94-2057	37	5/23/05
Riverside	Riverside	California	94-2053	26	5/23/05
Sacramento	Sacramento	California	94-2055	26	7/14/05
Calexico	Imperial	California	94-2057	37	5/23/05
San Marcos	San Diego	California	94-2057	37	5/23/05
Fairfax	Los Angeles	California	94-2047	27	5/23/05
San Francisco	San Francisco	California	94-2059	26	5/23/05
San Jose	Santa Clara	California	94-2061	23	5/23/05
Goleta	Santa Barbara	California	94-2063	26	5/23/05
Modesto	Stanislaus	California	94-2067	24	6/09/05
Santa Rosa	Sonoma	California	94-2069	25	5/23/05
Oxnard	Ventura	California	94-2071	26	9/29/05
Denver	Denver	Colorado	94-2081	27	6/01/05
Grand Junction	Mesa	Colorado	94-2083	23	5/23/05
Hartford	Hartford	Connecticut	94-2087	29	5/23/05
Dover	Kent	Delaware	94-2097	21	5/23/05
Alexandria	Prince William	Virginia	94-2103	34	5/23/05

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Ft. Lauderdale	Broward	Florida	94-2111	29	5/23/05
West Palm Beach	Palm Beach	Florida	94-2111	29	5/23/05
Jacksonville	Duval	Florida	94-2115	33	5/23/05
Miami	Dade	Florida	94-2119	27	5/23/05
Orlando	Orange	Florida	94-2123	24	5/23/05
Tampa	Hillsborough	Florida	94-2125	22	5/23/05
Atlanta	Fulton	Georgia	94-2133	28	5/23/05
Atlanta POE	Fulton	Georgia	94-2133	28	5/23/05
Agana	Guam	Guam	94-2147	26	5/23/05
Honolulu	Honolulu	Hawaii	94-2153	36	8/31/05
Boise	Ada	Idaho	94-2159	26	5/23/05
Idaho Falls	Bonneville	Idaho	94-2159	26	5/23/05
Chicago	Cook	Illinois	94-2167	29	5/23/05
Naperville	Cook	Illinois	94-2167	29	5/23/05
Waukegan	Lake	Illinois	94-2167	29	5/23/05
Hammond	Lake	Indiana	94-2191	22	5/23/05
Indianapolis	Marion	Indiana	94-2193	30	5/23/05
Des Moines	Polk	Iowa	94-2205	25	5/23/05
Wichita	Sedgwick	Kansas	94-2215	26	5/23/05
Louisville	Jefferson	Kentucky	94-2223	24	8/04/05
New Orleans	Jefferson	Louisiana	94-2233	25	5/23/05
Portland	Cumberland	Maine	94-2241	28	5/23/05
Baltimore	Baltimore	Maryland	94-2247	27	5/23/05
Glenmont	Montgomery	Maryland	94-2103	34	5/23/05
Salisbury	Wicomico	Maryland	94-2095	24	6/03/05
Boston	Suffolk	Massachusetts	94-2255	24	5/23/05
Detroit	Wayne	Michigan	94-2273	29	5/23/05
Duluth	St. Louis	Minnesota	94-2285	26	5/23/05
St. Paul	Ramsey	Minnesota	94-2287	29	5/23/05
Jackson, MS	Hinds	Mississippi	94-2297	26	5/23/05
Kansas City	Wyandotte	Kansas	94-2307	30	5/23/05
St. Louis	St. Louis	Missouri	94-2309	32	5/23/05
Helena	Louis & Clark	Montana	94-2317	21	6/09/05
Omaha	Douglas	Nebraska	94-2325	30	5/23/05
Las Vegas	Clark	Nevada	94-2331	27	5/23/05
Reno	Washoe	Nevada	94-2333	27	5/23/05
Manchester	Hillsborough	New Hampshire	94-2339	25	5/23/05
Hackensack	Bergen	New Jersey	94-2347	18	6/03/05
Newark	Essex	New Jersey	94-2353	21	6/03/05
Albuquerque	Bernalillo	New Mexico	94-2361	28	5/23/05
Albany	Albany	New York	94-2367	26	5/23/05
Buffalo	Erie	New York	94-2371	26	6/14/05

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Hempstead	Nassau	New York	94-2373	24	6/03/05
Bronx	Bronx	New York	94-2375	24	6/03/05
Brooklyn	Kings	New York	94-2375	24	6/03/05
Jackson Heights	Queens	New York	94-2375	24	6/03/05
Manhattan	New York	New York	94-2375	24	6/03/05
New Rochelle	Bronx	New York	94-2375	24	6/03/05
Queens/Jamaica	Queens	New York	94-2375	24	6/03/05
Syracuse	Onondaga	New York	94-2383	23	8/24/05
Charlotte	Mecklenburg	North Carolina	94-2391	22	5/23/05
Fargo	Cass	North Dakota	94-2407	26	6/21/05
Cincinnati	Hamilton	Ohio	94-2413	23	5/23/05
Cleveland	Cuyahoga	Ohio	94-2415	28	5/23/05
Columbus	Franklin	Ohio	94-2417	26	5/23/05
Oklahoma City	Oklahoma	Oklahoma	94-2431	26	8/11/05
Portland	Multnomah	Oregon	94-2441	25	5/23/05
Philadelphia	Philadelphia	Pennsylvania	94-2449	21	5/23/05
Pittsburgh	Allegheny	Pennsylvania	94-2451	28	5/23/05
York	York	Pennsylvania	94-2455	23	6/01/05
San Juan	San Juan	Puerto Rico	94-2461	27	7/27/05
Providence	Providence	Rhode Island	94-2467	29	8/31/05
Charleston, SC	Charleston	South Carolina	94-2473	31	5/23/05
Rapid City	Pennington	South Dakota	94-2485	26	5/23/05
Memphis	Shelby	Tennessee	94-2495	29	5/23/05
Nashville	Davidson	Tennessee	94-2497	25	5/23/05
Dallas	Dallas	Texas	94-2509	26	6/03/05
El Paso	El Paso	Texas	94-2511	27	6/14/05
Ft. Worth	Tarrant	Texas	94-2513	26	6/03/05
Houston	Harris	Texas	94-2515	32	5/23/05
Lubbock	Lubbock	Texas	94-2517	29	5/23/05
Brownsville	Cameron	Texas	94-2519	23	5/23/05
Laredo	Webb	Texas	94-2519	23	5/23/05
McAllen	Hidalgo	Texas	94-2519	23	5/23/05
San Antonio	Bexar	Texas	94-2521	29	5/23/05
Salt Lake City	Salt Lake	Utah	94-2531	28	7/15/05
St. Albans	Franklin	Vermont	94-2537	28	5/23/05
Norfolk	Isle of Wight	Virginia	94-2543	38	5/23/05
St. Croix	St. Croix	Virgin Islands	94-2553	24	5/23/05
St. Thomas	St. Thomas	Virgin Islands	94-2553	24	5/23/05
Seattle	King	Washington	94-2563	28	5/23/05
Yakima	Yakima	Washington	94-2569	24	5/23/05
Spokane	Spokane	Washington	94-2565	23	6/17/05
Charleston, WV	Kanawha	West Virginia	94-2573	24	5/23/05

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Milwaukee	Milwaukee	Wisconsin	94-2581	28	8/22/05
Casper	Natrona	Wyoming	94-2587	25	7/27/05
Sioux Falls	Minnehaha	South Dakota	94-3025	15	5/23/05
Grand Rapids	Kent	Michigan	94-3029	10	8/31/05
Brooklyn	Queens	New York	CBA-2005-3335	0	10/31/05

Note: Copies of the individual wage determinations can be found at <http://www.wdol.gov/>.

PAST PERFORMANCE QUESTIONNAIRE

PART ONE: INSTRUCTIONS

The company who has provided you with this form is proposing on a Department of Homeland Security (DHS) solicitation to provide Application Support Center (ASC) Operations and Facilities services. Past Performance is an extremely important part of the evaluation criteria for this acquisition, so your input is very important. The information is to be provided directly to the Contracting Officer. Please return the questionnaire to the CIS Contracting Office, by fax or mail, to the address shown below, **no later than 3:00pm EST on the date proposals are due (01/06/06)**. If you have questions, please contact **Kristie Nestle or Ned Ross** at (802)-872-4111. Facsimile copies may be sent to (802) 951-6455.

Department of Homeland Security
U.S. Citizenship & Immigration Services
CIS Contracting Office
70 Kimball Avenue
South Burlington, VT 05403

PART TWO: GENERAL INFORMATION

1. OFFEROR'S NAME AND ADDRESS
(enter name and address)

2. CUSTOMER ORGANIZATION
(enter name and address)

3. CONTRACT NUMBER: (enter contract number)

2a. EVALUATOR

4. CONTRACT VALUE:

NAME: (enter evaluator name)

Enter Dollar Amount: _____

TITLE: (enter evaluator title)

PHONE NO: (enter phone number)

5. CONTRACT AWARD DATE:

6. CONTRACT COMPLETION DATE:

____ / ____ / ____

____ / ____ / ____

7. CONTRACT TYPE:
(Circle All That Apply)

FP CPFF CPAF OTHER

8. COMPLEXITY OF WORK
(Circle One Response):
DIFFICULT ROUTINE

PART TWO: GENERAL INFORMATION CONTINUED

9. BRIEF DESCRIPTION OF YOUR CONTRACT REQUIREMENTS:

PART THREE: OFFEROR PERFORMANCE RATING

On the following pages, please summarize the Offeror's performance in each rating factor listed below. Each factor has a set of sub factors with four possible adjectival ratings. Determine the adjectival rating that most nearly represents your experience with this Offeror and indicate your assessment by placing an "X" under the appropriate heading. Offeror performance factors are:

- A. QUALITY OF SERVICES/REPORTS**
- B. PROJECT MANAGEMENT**
- C. TIMELINESS OF PERFORMANCE**
- D. COST EFFECTIVENESS**

Adjectival ratings are defined below and should be used as a reference in assessing performance:

- OUTSTANDING =** Offeror's performance significantly exceeded most or all contract requirements. Furthermore, the offer provided significant, unusual, unique, or worthwhile features or benefits and performance was of the highest quality. No risk anticipated with performance or customer satisfaction.
- GOOD =** Offeror's performance fully exceeded many of the contract requirements. Offeror's performance has resulted in a high level of efficiency and productivity and quality. Very little risk anticipated with performance or lack of customer satisfaction.
- ACCEPTABLE =** Offeror's performance met customer expectations or contract requirements. Some potential risk and lack of customer satisfaction anticipated based upon the Offeror's past performance.
- UNACCEPTABLE=** Offeror's performance was less than satisfactory and could have stood improvement. Significant potential risk and degradation of performance anticipated based upon the Offeror's past performance.
- NEUTRAL =** No relevant past performance available for evaluation. Proposal receives no merit or demerit for this factor.

A QUALITY OF SERVICE		Outstanding	Good	Accept	Unaccept	Neutral
1	Did the Contractor provide quality service center and facilities support (i.e., demonstrations of the extent to which the contractor complied with contract requirements and services conformed to standards of workmanship)?					
2	Did the Contractor provide quality reports and documentation (i.e., accurate, current and complete)?					
3	Did the Contractor effectively demonstrate deployment of multiple service collection centers and establishment of Initial Operational Capability within a constrained time period?					

B PROJECT MANAGEMENT		Outstanding	Good	Accept	Unaccept	Neutral
1	Did the Contractor demonstrate a commitment to customer satisfaction (i.e., demonstration that the contractor worked well with the Contracting Officer, Contracting Officer's Technical Representative(s) and Program Management)?					

C TIMELINESS OF PERFORMANCE		Outstanding	Good	Accept	Unaccept	Neutral
1	Did the contractor demonstrate timely performance management (i.e., demonstrations of the extent to which the contractor adhered to contract schedules and was responsive to productivity requirements)?					

D COST EFFECTIVENESS		Outstanding	Good	Accept	Unaccept	Neutral
1	Did the Contractor demonstrate a commitment to cost/price control (i.e., indications that the contractor operated at or below contractual prices and/or completed performance at negotiated prices).					

PART THREE: OFFEROR PERFORMANCE RATING CONTINUED

1. Has this contract been partially or completely terminated for default or convenience?

YES _____ Default _____ Convenience _____

NO _____

If yes, please explain (e.g. inability to meet cost, performance, or delivery schedules - also include contract number, name, address, and phone number of Terminating Contracting Officer.

2. What was the Contractor's greatest strength in the performance of the contract?

3. What was the Contractor's greatest weakness in the performance of the contract?

4. Would you award another contract to this Contractor?

YES _____ No _____

COMMENTS:

PART FOUR: EVALUATOR'S CERTIFICATION

I HEREBY CERTIFY THAT THE INFORMATION IN THIS FORM IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.

SIGNATURE OF EVALUATOR

TITLE OF EVALUATOR

DATE