

SI International

HSSCCG-07-D-00006

AWARD/CONTRACT

1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350) RATI

2. CONTRACT (Proc. Inst. Ident.) NO. **HSSCCG-07-D-00006** PAGE OF PAGES
1 | 202

3. EFFECTIVE DATE **09/21/2007** 4. REQUISITION/PURCHASE REQUEST/PROJECT NO.

5. ISSUED BY CODE **CIS** 6. ADMINISTERED BY (If other than Item 5) CODE **CIS**

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

USCIS Contracting Office
Department of Homeland Security
70 Kimball Avenue
South Burlington VT 05403

(b)(4)

7. NAME AND ADDRESS OF CONTRACTOR (No., Street, City, Country, State and ZIP Code)

SI INTERNATIONAL INC
12012 SUNSET HILLS ROAD
SUITE 800
RESTON VA 201905869

8. DELIVERY
 FOB ORIGIN OTHER (See below)

9. DISCOUNT FOR PROMPT PAYMENT

10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN ITEM

11. SHIP TO/MARK FOR CODE **HQSCO**

12. PAYMENT WILL BE MADE BY CODE

Department of Homeland Security
U.S. Citizenship & Immigration Svcs
Service Center Operations
20 Massachusetts Avenue, NW, 2nd Fl
Washington DC 20529

Department of Homeland Security
U.S. Citizenship & Immigration Svcs
Service Center Operations
20 Massachusetts Avenue, NW, 2nd Fl
Washington DC 20529

13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION:
 10 U.S.C. 2304 (e) () 41 U.S.C. 253 (c) ()

14. ACCOUNTING AND APPROPRIATION DATA
See Schedule

| 15A. ITEM NO | 15B. SUPPLIES/SERVICES | 15C. QUANTITY | 15D. UNIT | 15E. UNIT PRICE | 15F. AMOUNT |
|-------------------------------|------------------------|---------------|-----------|-----------------|---------------|
| Continued | | | | | |
| 15G. TOTAL AMOUNT OF CONTRACT | | | | | \$0.00 |

16. TABLE OF CONTENTS

| (X) | SEC. | DESCRIPTION | PAGE(S) | (X) | SEC. | DESCRIPTION | PAGE(S) |
|------------------------------|------|---------------------------------------|---------|---|--|---------------------|---------|
| PART I - THE SCHEDULE | | | | PART II - CONTRACT CLAUSES | | | |
| X | A | SOLICITATION/CONTRACT FORM | 1 | X | I | CONTRACT CLAUSES | 12 |
| X | B | SUPPLIES OR SERVICES AND PRICES/COSTS | 11 | PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH. | | | |
| X | C | DESCRIPTIONS/SPECS/WORK STATEMENT | 103 | X | J | LIST OF ATTACHMENTS | 1 |
| X | D | PACKAGING AND MARKING | 1 | PART IV - REPRESENTATIONS AND INSTRUCTIONS | | | |
| X | E | INSPECTION AND ACCEPTANCE | 1 | K | REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS | | |
| X | F | DELIVERIES OR PERFORMANCE | 1 | L | INSTRS., CONDS., AND NOTICES TO OFFERORS | | |
| X | G | CONTRACT ADMINISTRATION DATA | 3 | M | EVALUATION FACTORS FOR AWARD | | |
| X | H | SPECIAL CONTRACT REQUIREMENTS | 2 | | | | |

CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE

17. CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 1 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise above and on any continuation sheets for the consideration stated herein. The rights obligations of the parties to this contract shall be subject to and governed by the documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)

18. AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number _____ including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any condition sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.

19A. NAME AND TITLE OF SIGNER (Type or print)
David L. Cornell, Director of Contracts

20A. NAME OF CONTRACTING OFFICER
Ned R. Ross

19B. NAME OF CONTRACTOR

20B. UNITED STATES OF AMERICA

19C. DATE SIGNED
Sept-21-2007

20C. DATE SIGNED
9-21-07

BY *David L. Cornell*
(Signature of person authorized to sign)

BY *Ned R. Ross*
(Signature of the Contracting Officer)

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE 2 OF 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | <p>Tax ID Number: 52-2127278 DUNS Number: 014387489+0000 Section B</p> <p>B.1 General</p> <p>This is an Indefinite-Delivery, Indefinite-Quantity (IDIQ) type contract, with provisions for fixed unit price and cost-reimbursement CLINs. See Section G, paragraph G.4, Task Orders, Modifications, Change Orders, Deviations. The contract period of performance shall be a base year of twelve months commencing on the date specified by the Contracting Officer in the Notice to Proceed directive. Full contract performance will not begin until satisfactory personnel employment suitability clearances have been received and successfully processed by the USCIS Security Office and a written Notice to Proceed is issued by the Contracting Officer. In addition, the contract contains two (2) options of 12 months each to extend the term of performance of services. Exercise of options is the sole prerogative of the Government.</p> <p>This is a single-award IDIQ contract for the Nebraska and Texas Service Centers.</p> <p>B.2 Minimum and Maximum Quantities/Amounts</p> <p>The guaranteed minimum value for this contract is \$5M.</p> <p>The total estimated maximum amount of this contract shall not exceed \$225M.</p> <p>B.3 Price Schedule</p> <p>Pricing is in accordance with the description below.</p> <p>DESCRIPTION Provide Service Center Operations Support Services (SCOSS) in accordance with the Section C Performance Work Statement to include Mail Operations Support, Data Collection Support, Fee Collection, and File Operations Support. IBIS Alias Search is an optional line item and may or may not be exercised at the sole discretion of Continued ...</p> | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE OF
3 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| | <p>the Government.</p> <p>MAIL OPERATIONS SUPPORT Perform Mail Operations Support in accordance with the Performance Work Statement (PWS), Section C, Paragraph 4.1 & 4.2. Mail Operations Support is priced on a fixed unit price basis per piece of mail processed to include incoming and outgoing mail. The fixed unit price includes all labor, program management support, indirect costs, other direct costs and profit for performing Mail Operations Support in accordance with the PWS.</p> <p>DATA COLLECTION SUPPORT Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1 & 4.3. Data Collection Support is priced on a fixed unit price basis per Form Tier for specific ranges of volume. The Tiers represent the number of fields to be completed on the form (See PWS Atch 7.6 for Form Types per Tier). If the number of forms processed fits into the first range quantity, that particular rate will be paid for the total number of forms processed. If the number of forms processed exceeds the first range quantity and fits into the second range quantity, the rate paid will be that for the second range for the entire number of forms processed. Likewise, if the number of forms processed exceeds the second range quantity, the rate paid will be that for the third range quantity for the total number of forms processed. The fixed unit price includes all labor, program management support, indirect costs, other direct costs and profit for performing Data Collection Support in accordance with the PWS. The subCLIN extended annual estimated price shall reflect Range 2 (Expected Range - Expected Volume based on historical workload) x 12 months.</p> <p>FEE COLLECTION Perform Fee collection in accordance with the PWS, Section C, Paragraph 4.1 & 4.4. Fee Collection is priced on a fixed unit price per fee instrument processed. The fixed unit price includes all labor, program management support, indirect costs, other direct costs, and profit for performing Fee Collection in accordance with the PWS. Continued ...</p> | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE 4 OF 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | <p>FILE OPERATIONS SUPPORT Perform File Operations Support in accordance with the PWS, Section C, paragraph 4.1 & 4.5. File Operations Support is priced on a Cost-Plus-Award-Fee basis. The estimated costs proposed include all labor, program management support, indirect costs and other direct costs. Fee includes a base fee of "\$0" and the Award Fee pool for performing File Operations Support in accordance with the PWS.</p> <p>Optional Line Item - IBIS (or Successor System) Alias Search Perform IBIS Alias Search in accordance with the PWS, Paragraph 4.5.27. IBIS support is an optional line item under File Operations Support and is priced on a Cost-Plus- Award-Fee basis. The optional line item may or may not be exercised at the sole discretion of the government. The following estimated hours were used to price the IBIS Alias Search Optional CLIN (hours represent total clerical hours only, per year):</p> <p>NSC: 198,000 TSC: 199,000 Total: 397,000 FOB: Destination Period of Performance: 12/01/2007 to 11/30/2008</p> | | | | |
| (b)(4) 0001AA | <p>Mail Operations Support - Nebraska Service Center</p> <p>Perform Mail Operations Support in accordance with the PWS, Section C Paragraph 4.1. & 4.2. Obligated Amount: \$0.00</p> <p>Accounting Info: Funded: \$0.00</p> | 6400000 | PC | | |
| (b)(4) 0001AB | <p>Mail Operations Support - Texas Service Center</p> <p>Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Obligated Amount: \$0.00</p> <p>Accounting Info: Funded: \$0.00</p> | 6300000 | PC | | |
| 0002AA | <p>Data Collection Support - Nebraska Service Center</p> <p>Continued ...</p> | 1 | LO | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE OF
5 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| (b)(4) | [Redacted] | | | | |
| (b)(4) | Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. | | | | [Redacted] |
| (b)(4) | Tier 1 (1-25 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 2 (26-50 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 3 (51-75 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 4 (76+ Fields): Range 1 [Redacted] Range 3 [Redacted] | | | | |
| | Obligated Amount: \$0.00 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| 0002AB | Data Collection Support - Texas Service Center | 1 | LO | | |
| (b)(4) | [Redacted] | | | | |
| (b)(4) | Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. | | | | [Redacted] |
| (b)(4) | Tier 1 (1-15 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 2 (26-50 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 3 (51-75 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 4 (76+ Fields): Range 1 [Redacted] Range 3 [Redacted] | | | | |
| | Obligated Amount: \$0.00 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 0003AA | Fee Collection Support - Nebraska Service Center | 1260000 | PC | | [Redacted] |
| | Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. | | | | |
| | Obligated Amount: \$0.00 | | | | |
| | Continued ... | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE OF
6 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 0003AB | Fee Collection Support - Texas Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Obligated Amount: \$0.00 Accounting Info: Funded: \$0.00 | 1000000 | PC | | |
| (b)(4) 0004AA | File Operations Support Perform File Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.5. File Operations is priced on a cost-plus-award-fee basis. Fee includes a base fee of \$0. Nebraska Service Center: Est. Cost [redacted] (th) Extended [redacted] | 12 | MO | | |
| (b)(4) | Texas Service Center: Est. Cost [redacted] (month) Extended [redacted] | | | | |
| (b)(4) | Total Estimated Award Fee Pool Total Estimated Cost Obligated Amount: \$0.00 | | | | |
| (b)(4) 0004AB | IBIS Alias Search (Optional CLIN) Perform IBIS Alias Search in accordance with the PWS, Paragraph 4.5.27. IBIS support is an optional line item under File Operations. IBIS Alias Search is priced on a cost-plus-award-fee basis. The optional line item may or may not be exercised at the sole discretion of the government. Fee includes a base fee of \$0. Nebraska Service Center: Est. Cost [redacted] (h) Extended [redacted] | 12 | MO | | |
| (b)(4) | Texas Service Center: Continued ... | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE 7 OF 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| (b)(4) | Est. Cost [redacted] (month) Extended [redacted] | | | | |
| (b)(4) | Total Estimated Award Fee Pool [redacted] Total Est. Cost [redacted] Obligated Amount: \$0.00 | | | | |
| (b)(4) | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 1001AA | Mail Operations Support - Nebraska Service Center | 400000 | PC | [redacted] | [redacted] |
| (b)(4) | Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount [redacted] (Option Line Item) 11/01/2008 | | | | |
| (b)(4) | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 1001AB | Mail Operations Support - Texas Service Center | 630000 | PC | [redacted] | [redacted] |
| (b)(4) | Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount [redacted] (Option Line Item) 11/01/2008 | | | | |
| (b)(4) | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 1002AA | Data Collection Support - Nebraska Service Center | 1 | LO | [redacted] | [redacted] |
| (b)(4) | Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. | | | | |
| (b)(4) | Tier 1 (1-25 Fields): Range 1 [redacted] | | | | |
| (b)(4) | Tier 2 (26-50 Fields): Range 1 [redacted] | | | | |
| (b)(4) | Tier 3 (51-75 Fields): Range 1 [redacted] | | | | |
| (b)(4) | [redacted] Range 3 | | | | |
| (b)(4) | Amount: [redacted] (Option Line Item) 11/01/2008 Continued ... | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE 8 OF 202

NAME OF OFFEROR OR CONTRACTOR
SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) | 1002AB Data Collection Support - Texas Service Center | 1 | LO | | |
| (b)(4) | Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. | | | | |
| (b)(4) | Tier 1 (1-25 Fields): Range | | | | |
| (b)(4) | Tier 2 (26-50 Fields): Range | | | | |
| (b)(4) | Tier 3 (51-75 Fields): Range 1 | | | | |
| (b)(4) | Tier 4 (76+ Fields): Range | | | | |
| (b)(4) | Amount (Option Line Item) | | | | |
| (b)(4) | 11/01/2008 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) | 1003AA Fee Collection Support - Nebraska Service Center | 1260000 | PC | | |
| (b)(4) | Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. | | | | |
| (b)(4) | Amount (Option Line Item) | | | | |
| (b)(4) | 11/01/2008 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) | 1003AB Fee Collection Support - Texas Service Center | 1000000 | PC | | |
| (b)(4) | Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. | | | | |
| (b)(4) | Amount (Line Item) | | | | |
| (b)(4) | 11/01/2008 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) | 1004AA File Operations Support | 12 | MO | | |
| (b)(4) | Perform File Operations Support in accordance Continued ... | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE OF
9 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| | with the PWS, Section C, paragraph 4.1. & 4.5. File Operations Support is priced on a cost-plus-award-fee basis. Fee includes a base fee of \$0. | | | | |
| (b)(4) | Nebraska Service Center: Est. Cost [redacted] (th) Extended [redacted] | | | | |
| (b)(4) | Texas Service Center: Est. Cost [redacted] (nth) Extended [redacted] | | | | |
| (b)(4) | Total Estimate [redacted] | | | | |
| (b)(4) | Award Fee Pool [redacted] | | | | |
| (b)(4) | Total Est. Cost-Plus-Award-Fee [redacted] | | | | |
| (b)(4) | Amount: [redacted] (Option Line Item) 11/01/2008 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 1004AB | IBIS Alias Search (Optional CLIN) Perform IBIS Alias Search in accordance with the PWS, Section C, Paragraph 4.5.27. IBIS support is an optional line item under File Operations Support and is priced on a cost-plus-award-fee basis. The optional line item may or may not be exercised at the sole discretion of the government. | 12 | MO | [redacted] | |
| (b)(4) | Nebraska Service Center: Est. Cost [redacted] (onth) Extended [redacted] | | | | |
| | Texas Service Center: Est. Cost \$347,976.00 (Per Month) Extended Cost \$4,175,712.00 | | | | |
| (b)(4) | Total Estimate [redacted] 4.00 | | | | |
| (b)(4) | Award Fee Pool [redacted] | | | | |
| (b)(4) | Total Est. Cost-Plus-Award-Fee [redacted] | | | | |
| (b)(4) | Amount: [redacted] (Option Line Item) 11/01/2008 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| | Continued ... | | | | |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE 10 OF 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| (b)(4) 2001AA | Mail Operations Support - Nebraska Service Center Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount: [REDACTED] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00 | 6400000 | PC | [REDACTED] | [REDACTED] |
| (b)(4) 2001AB | Mail Operations Support - Texas Service Center Perform Mail Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.2. Amount: \$ [REDACTED] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00 | 6300000 | PC | [REDACTED] | [REDACTED] |
| (b)(4) 2002AA | Data Collection Support - Nebraska Service Center Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. Tier 1 (1-25 Fields): Range 1 [REDACTED] Tier 2 (26-50 Fields): Range 1 [REDACTED] Tier 3 (51-75 Fields): Range 1 [REDACTED] Tier 4 (76+ Fields): Range [REDACTED] Range 3 [REDACTED] Amount: [REDACTED] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00 | 1 | LO | [REDACTED] | [REDACTED] |
| (b)(4) 2002AB | Data Collection Support - Texas Service Center Perform Data Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.3. Tier 1 (1-25 Fields): Range 1 [REDACTED] Continued ... | 1 | LO | [REDACTED] | [REDACTED] |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE 11 OF 202

NAME OF OFFEROR OR CONTRACTOR

SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|----------------------------|---|-----------------|-------------|-------------------|---------------|
| (b)(4) | Tier 2 (26-50 Fields): Range 1 [Redacted] | | | | |
| (b)(4) | Tier 3 (51-75 Fields): Range 1 [Redacted] | | | | |
| (b)(4) (b)(4) (b)(4) | Tier 4 (76+ Fields): Range 1 [Redacted] Range 3 [Redacted] Amount: [Redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 2003AA | Fee Collection Support - Nebraska Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Amount: [Redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00 | 1260000 | PC | [Redacted] | [Redacted] |
| (b)(4) 2003AB | Fee Collection Support - Texas Service Center Perform Fee Collection Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.4. Amount: [Redacted] (Option Line Item) 11/01/2009 Accounting Info: Funded: \$0.00 | 1000000 | PC | [Redacted] | [Redacted] |
| (b)(4) 2004AA | File Operations Support Perform File Operations Support in accordance with the PWS, Section C, Paragraph 4.1. & 4.5. File Operations Support is priced on a cost-plus-award-fee basis. Fee includes a base fee of \$0. Nebraska Service Center Est. Cost [Redacted] (Per Month) Extended [Redacted] Texas Service Center: Est. Cost [Redacted] (Per Month) Continued ... | 12 | MO | [Redacted] | [Redacted] |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSSCCG-07-D-00006

PAGE OF
12 202

NAME OF OFFEROR OR CONTRACTOR
SI INTERNATIONAL INC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--|-----------------|-------------|-------------------|---------------|
| (b)(4) | Extended Cost [redacted] | | | | |
| (b)(4) | Total Estimate [redacted] | | | | |
| (b)(4) | Award Fee Pool [redacted] | | | | |
| (b)(4) | Total Est. Cost-Plus-Award-Fee \$ [redacted] | | | | |
| (b)(4) | Amount: [redacted] (Option Line Item) 11/01/2009 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) 2004AB | IBIS Alias Search (Optional CLIN) | 12 | MO | [redacted] | |
| | Perform IBIS Alias Search in accordance with the PWS, Paragraph 4.5.27. IBIS is an optional line item under File Operations Support and is priced on a cost-plus-award-fee basis. The optional line item may or may not be exercised at the sole discretion of the government. | | | | |
| | Nebraska Service Center: Est. Cost \$361,470.00 (Per Month) Extended Cost \$4,337,640.00 | | | | |
| (b)(4) | Texas Service Center: Est. Cost [redacted] Extended [redacted] | | | | |
| (b)(4) | Total Estimate [redacted] | | | | |
| (b)(4) | Award Fee Pool [redacted] | | | | |
| (b)(4) | Total Est. Cost-Plus-Award-Fee [redacted] | | | | |
| (b)(4) | Amount: [redacted] (Option Line Item) 11/01/2009 | | | | |
| | Accounting Info: Funded: \$0.00 | | | | |
| (b)(4) | The total amount of award: [redacted] The obligation for this award is shown in box 15G. | | | | |

SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

**U.S. Citizenship and Immigration Services
Service Center Operations**

**Performance Work Statement for
Service Center Operations Support Services
(SCOSS)**



**Contract Number: HSSCCG-07-D-00006
Group A – Nebraska & Texas Service Centers**

U.S. Citizenship and Immigration Services
20 Massachusetts Avenue, N.W.
Washington, D. C. 20529

TABLE OF CONTENTS

- 1. INTRODUCTION** 3
- 2. BACKGROUND** 3
- 3. GENERAL SCOPE OF WORK** 22
- 4. CONTRACTOR TASKS/REQUIREMENTS** 23
 - 4.1 *General Requirements* 23
 - 4.2 *Mail Operations Support* 25
 - 4.3 *Data Collection Support* 27
 - 4.4 *Fee Collection* 30
 - 4.5 *File Operations Support* 31
- 5. SECURITY REQUIREMENTS** 39
 - 5.1 *General* 39
 - 5.2 *Suitability Determination* 39
 - 5.3 *Background Investigations* 40
 - 5.4 *Employment Eligibility* 41
 - 5.5 *Continued Eligibility* 41
 - 5.6 *Security Management* 42
 - 5.7 *Computer and Telecommunications Security Requirements* 43
- 6. DELIVERABLES** 46
 - 6.1 *Monthly Records Operation Workload Activity Report (G-23)* 46
 - 6.2 *Daily Workload Activity Report* 48
 - 6.3 *Weekly Workload Activity Report* 53
 - 6.4 *Monthly Workload Activity Report* 53
 - 6.5 *Annual Workload Activity Report* 53
 - 6.6 *Program Status Report* 53
 - 6.7 *Report of Accident, Theft, or Robbery* 54
 - 6.8 *Postage Transaction Report* 54
 - 6.9 *Overnight Courier Report* 54
 - 6.10 *Daily Deposit Report* 54
 - 6.11 *Cost/Schedule Status Report (C/SSR)* 54
 - 6.12 *Contract Funds Status Report (CFSR)* 55
 - 6.13 *Work Breakdown Structure (WBS)* 55
- 7. ATTACHMENTS** 55
 - 7.1 *Performance Requirements Summary* 57
 - 7.2 *Schedule of Deductions* 71
 - 7.3 *Definitions and Acronyms* 72
 - 7.4 *Government Provided Property* 92
 - 7.5 *Currently Required Screen Prints* 95
 - 7.6 *Data Entry Fields for Applications and Petitions* 102
 - 7.7 *Policies and Procedures* 103

TABLE OF CONTENTS

| | |
|---|-----|
| 1. INTRODUCTION | 3 |
| 2. BACKGROUND | 3 |
| 3. GENERAL SCOPE OF WORK | 22 |
| 4. CONTRACTOR TASKS/REQUIREMENTS | 23 |
| 4.1 General Requirements | 23 |
| 4.2 Mail Operations Support | 25 |
| 4.3 Data Collection Support | 27 |
| 4.4 Fee Collection | 29 |
| 4.5 File Operations Support | 30 |
| 5. SECURITY REQUIREMENTS | 39 |
| 5.1 General | 39 |
| 5.2 Suitability Determination | 39 |
| 5.3 Background Investigations | 39 |
| 5.4 Employment Eligibility | 40 |
| 5.5 Continued Eligibility | 41 |
| 5.6 Security Management | 41 |
| 5.7 Computer and Telecommunications Security Requirements | 41 |
| 6. DELIVERABLES | 46 |
| 6.1 Monthly Records Operation Workload Activity Report (G-23) | 46 |
| 6.2 Daily Workload Activity Report | 48 |
| 6.3 Weekly Workload Activity Report | 53 |
| 6.4 Monthly Workload Activity Report | 53 |
| 6.5 Annual Workload Activity Report | 53 |
| 6.6 Program Status Report | 53 |
| 6.7 Report of Accident, Theft, or Robbery | 54 |
| 6.8 Postage Transaction Report | 54 |
| 6.9 Overnight Courier Report | 54 |
| 6.10 Daily Deposit Report | 54 |
| 6.11 Cost/Schedule Status Report (C/SSR) | 54 |
| 6.12 Contract Funds Status Report (CFSR) | 55 |
| 6.13 Work Breakdown Structure (WBS) | 55 |
| 7. ATTACHMENTS | 55 |
| 7.1 Performance Requirements Summary | 57 |
| 7.2 Schedule of Deductions | 71 |
| 7.3 Definitions and Acronyms | 72 |
| 7.4 Government Provided Property | 92 |
| 7.5 Currently Required Screen Prints | 95 |
| 7.6 Data Entry Fields for Applications and Petitions | 102 |
| 7.7 Policies and Procedures | 103 |

1.0 INTRODUCTION

The U.S. Citizenship and Immigration Services (USCIS) needs to acquire records management and processing services for its Service Center Direct Mail Program. The objective of the contract is to provide comprehensive records management services at the Service Centers in a manner that ensures efficient and effective adjudication, financial responsibility, and excellent customer service. USCIS is the customer of services under this contract.

This Performance Work Statement (PWS) provides the requirements for records management services at the four USCIS Service Centers. The primary purposes of this contract include but are not limited to, mail operations, data collection, fee collection and file operations. Over the next three years, it is anticipated that most of the workload in data collection and fee collection will transition to lockbox operations.

The USCIS is looking for innovation and new ideas that result in efficient, accurate, and timely performance of these services. Offerors are encouraged to propose alternative approaches to satisfy the performance requirements identified in this work statement.

The mission of USCIS is to secure America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system.

2.0 BACKGROUND

USCIS administers the Immigration and Nationality laws of the United States. USCIS operates District Offices throughout the United States and in various foreign countries. In the past, aliens eligible to apply for benefits under the immigration and nationality laws would submit their applications and/or petitions to one of the Districts. In 1986, to introduce greater efficiencies and improved productivity, a Direct Mail Program was initiated and four Service Centers were established in:

- California Service Center (CSC), Laguna Niguel, California;
- Nebraska Service Center (NSC), Lincoln, Nebraska;
- Texas Service Center (TSC), Dallas, Texas; and
- Vermont Service Center (VSC), St. Albans, Vermont.

The USCIS Service Centers were established to handle the mail, data entry, fee collection, file, and adjudication operations of most applications and/or petitions for immigration services and benefits. Those forms are *mailed* to USCIS Service Centers. Service Centers are not staffed to handle walk-in applications or answer questions. While some Centers have sole jurisdiction of specific application types, currently many applications are mailed based on geographical boundaries. California, Nebraska and Texas Service Centers have established form specific Post Office boxes to receive applications from applicants and petitioners that are mailed to the Centers. The Vermont Service Center generally does not have form specific Post Office boxes, which requires sorting within the mail operations activity.

The forms processed by each Service Center are listed on the USCIS home page and are subject to change, as are the special Post Office box numbers and zip codes by form type for the Service Centers using them. The home page is at USCIS.GOV.

Applicants and petitioners eligible to apply for certain benefits under the immigration and nationality laws, submit their forms directly to one of the four Service Centers.

Currently, the USCIS processes approximately 5 million applications and petitions at the four Service Centers each year. Based on experience over the past few years, USCIS estimates that application/petition receipt levels could increase or decrease from 0.2 million to 2 million forms per year over the next five years. It is possible the volume of receipt levels could increase by as much as 12 million forms per year. Workload in the Service Centers may increase or decrease during this contract based on a number of factors, including changes brought about by technological advances, USCIS reorganizations, implementation of new laws and policies, changes in United States Government administration, and/or changing global events.

The contractor duties are broad and multi-faceted. Support is rendered to a number of different directorates, offices, and projects. While the bulk of the duties are similar in nature, each Service Center has inherent operational variances in how work is processed. For example, each directorate or office may have a number of unique tasks that are performed only in the directorate or office. Most of the work is performed during the normal hours of operation of 6:00 a.m. to 11:30 p.m., Monday through Friday, except Federal holidays. However, due to the nature of USCIS mission, some work is performed and must be supported, outside of normal hours of operation and/or on weekends. Should the volume of receipts increase by the twelve million forms previously mentioned, it may be necessary to extend operating hours to as much as 24 hours per day. In addition, the contractor shall provide the necessary resources required to support urgent requirements whenever necessary.

USCIS is implementing a bi-specialization concept whereby specific forms and accompanying workload will be equally distributed between two designated Service Centers. This process will assist the Service Centers in efficiently processing casework in a manner that ensures quality, consistency, and reduce cycle times of all forms. While "bi-specialization" can be defined as the sharing of the national workload of a form type by a team of two Service Centers regardless of jurisdiction, some form types will continue to be disbursed to all four Centers (e.g. Legalization). In addition, some Centers may retain sole jurisdiction of certain form types (e.g. I-360 Violence Against Women Act (VAWA) at the VSC). Table 1 – which is subject to change - provides an overview of bi-specialization by form and shared Service Center(s).

Table 1. Bi-Specialization by Form and Shared Service Center

Summary of Future Filing Locations (projected 7/30/2007) for USCIS Form Types

The information provided is current as of the date this document was prepared – 6/27/2007 – and is only intended to be a general summary, as it may be subject to change.

Quick Glossary of Terms and Acronyms

| | | | |
|--------------|--|--------------------------|--|
| A/S | Adjustment of Status | Jx | Jurisdiction |
| C/S | Change of Status | Bi-Spec 3 or 4 | Phase 3 or 4 of Bi-Specialization |
| HRIFA | Haitian Refugee Immigrant Fairness Act | Bi-Specialization | Pairing of like workloads between 2 Service Centers. |
| VAWA | Violence Against Women Act | | |

| Form | Filing Location | Comments/Notes |
|---|---|--|
| I-485, Employment-Based A/S | Filed with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives. | N.1 Certain concurrently filed, related applications are also accepted (all I-140s and certain I-360s). |
| I-485, Family Based A/S, Registry, and Certain Special Immigrants | All are filed with the Lock Box. | N.1 For Lock Box filings, the NBC transfers interview waived family-based 485s to the CSC. N.2 At this time, no change is anticipated under bi-spec 3 or 4 for this grouping of I-485s. |
| I-485, Cuban A/S | All are filed with the Lock Box. | N.1 The NBC transfers to the TSC. TSC wants Lock Box to continue accepting these applications. |
| I-485, HRIFA dependents A/S | All are filed with the NSC. | N.1 At this time, no change anticipated under bi-spec 3 or 4. |
| I-485, Refugee A/S | All are filed with the NSC. | N.1 At this time, no change anticipated under bi-spec 3 or 4. |
| I-485, Asylee A/S | Filed with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives. | |
| I-526, Investor | Filed with TSC. | |

| | | |
|---|--|--|
| I-129, Nonimmigrant Worker | Filed with VSC (VSC/TSC Jx) or CSC (CSC/NSC Jx) depending on where the beneficiaries temporary employment will be. | N.1 Certain filing exceptions remain in effect. See I-129 filing exception chart below. |
| I-129F, K-1 Fiancé(e)s, K-3 Spouses | K-1s filed with VSC (VSC/TSC Jx) or CSC (CSC/NSC Jx) depending on where beneficiary lives or where they last lived in the US. K-3 filed with service center that has I-130 petition. | |
| I-140, Employment-Based Immigrant Petition | Filed with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives. | |
| I-360, VAWA – Battered or Abused Spouse or Child. | Filed with the VSC. | N.1 Concurrent I-360/I-485 filings received at lockbox are bundled and forwarded to VSC for all processing. |
| I-360, Int’l Broadcasters | Filed with the VSC. | N.1 No concurrent I-485 filing allowed. |
| I-360, Int’l Organization Employees (G-4s) | Filed with the NSC. | N.1 Concurrent filing with I-485 allowed |
| I-360, Widow/ers | Solo filings filed with VSC. Concurrent filings go to lock box. | N.1 May also be filed overseas. |
| I-360 Religious Workers | Filed with the CSC. | N.1 No concurrent I-485 filing allowed. |
| I-360 Amerasians, Special Immigrant Juveniles | Should not be accepted by not filed with service centers. | |
| I-360 Afghan and Iraqi Translators | Filed with the NSC. | N.1. No concurrent I-485 filing allowed. |
| I-360 Other Special Immigrants including Armed Forces Member, Panama, Special Immigrant Physician | Filed with VSC (VSC/TSC Jx) or CSC (CSC/NSC Jx) depending on where beneficiary lives. | N.1 No concurrent I-485 filing allowed (Armed Forces Member may file concurrently only with Chicago Lock Box). |

| | | |
|--|---|--|
| I-539, COS or EOS | See filing chart below. | |
| I-131, Re-Entry Permit or Refugee Travel Document | Filed with the NSC. | |
| I-131, Advance Parole | If I-485 filed previously at a SC or if advance parole filed concurrently with an I-485 filed at a SC file with TSC (VSC/TSC Jx) or NSC (CSC/NSC Jx) depending on where beneficiary lives. If the underlying I-485 is filed with the lock box, the I-131 is also filed with the lock box. | N.1 Advance parole filed for pending I-485 at a SC does not have to be filed where the I-485 is pending. N.2 Advance parole filed in locations other than lock box and service centers. |
| I-102, Replacement I-94 | If filed to replace a lost I-94 issued by a service center or to correct an error on an I-94 issued by a service center, the I-102 is filed with the service center that issued the I-94. | N.1 At this time, no change anticipated under bi-spec 3 or 4. |
| I-730, Derivative Asylees | Filed with the NSC (if in the NSC or CSC jx) or the TSC (if in the TSC or VSC jx). | |
| I-765, EADs | See attached Filing Chart below. | |
| I-751, Remove Conditions on LPR Status (family) | Currently filed at all 4 centers based on the center having jx over the applicant's residence. | N.1 Under bi-spec 4, the 751 will be filed with the CSC (if in the CSC or NSC jx) or the VSC (if in the VSC or TSC jx). |
| I-829, Remove Conditions on LPR Status (Immigrant Investors) | Filed at the TSC. Concurrent I-526 and I-485 filings not accepted. | |
| I-821, TPS | Currently filed at the Lock Box and forwarded to the VSC. | |
| I-817, Family Unity | IMMACT 90 family unity applications are filed at all 4 | N.1 Under bi-spec 4, IMMACT 90 I-817s will be filed with the CSC (if in the CSC or NSC jx) or the VSC (if in the VSC or TSC jx). |

| | | |
|---|--|--|
| | centers based on the center having jx over the applicant's residence. LIFE Act family unity applications are filed with the lock box. | N.2. At this time, it is anticipated that "LIFE" family unity applications will continue to be filed with the lock box. |
| I-824, Duplicate Notice/Consular Notification | Currently, Form I-824 is filed with the service center that took the last action. Also filed with lockbox if district office took last action. | N.1 There are no plans to bi-specialize this form. N.2. Many of the I-824s for follow to joins (Option C on the form) are filed with the lockbox and adjudicated by Field Operations. |
| N-400, Natz (Non-Military) | Currently, Form N-400 is filed with all 4 centers based on the center having jx over the applicant's residence. | N.1 At this time, no change is anticipated under bi-spec 3. Possible bi-specialization of the N-400 workload TBD under phase 4. |
| N-400, Natz (Military) | N-400 for military natz is filed at the NSC, unless it is for <u>posthumous military natz, which is filed at the CSC.</u> | N.1 At this time, no change is anticipated under bi-spec 3 or 4 for military natz or posthumous military natz. |
| N-565, Replacement of Natz. Cert | Currently, Form N-565 is filed with the NSC (if in the NSC or CSC jx) or the TSC (if in the TSC or VSC jx). | N.1 At this time, no further change is anticipated under bi-spec 3 or 4. |
| I-90 Replacement ARC | Filed with the Los Angeles Lock Box. | |
| I-90 Renewals | Filed with the Los Angeles Lock Box. | |
| I-90, bs and ds | Currently, filed with the service center that took the last action. | N.1 At this time, no change anticipated under bi-spec 3 or 4. |
| I-914 for T Status (Victim of Trafficking) | Currently, Form I-914 is filed with the VSC. | N.1 At this time, no further change is anticipated under bi-spec 3 or 4. |

Form I-129, Application for Nonimmigrant Worker, filing exceptions.

Form I-129 Filed for Temporary Employment or Training in More Than One Location: When the temporary employment or training will be in different locations, the state where your company or organization is located will determine to which Service Center you should send your Form I-129 package. For example, if the beneficiary will work in Arizona and Texas, and your company is located in New York, file Form I-129 with the Vermont Service Center.

H-1C Classification for Nurses: Mail the I-129 package to the Vermont Service Center, regardless of where the temporary H-1C nurse will be employed.

R Classification for Temporary Religious Workers: Mail the I-129 package to the California Service Center, regardless of where the temporary religious worker will be employed.

Major League Sports: Mail the I-129 package to the Vermont Service Center, regardless of place of temporary employment. This covers major league athletes, minor league sports and any affiliates associated with the major leagues in baseball, hockey, soccer, basketball, and football. Support personnel includes coaches, trainers, broadcasters, referees, linesmen, umpires, and interpreters.

Change of Status or Extension of Stay Under Certain Free Trade Agreements: Mail Form I-129 to the Vermont Service Center, regardless of the place of temporary employment, if Form I-129 is filed to request a change of status or extension of stay under one of the Free Trade Agreements listed below.

- o Change of Status to TN or TN Extension under Trade NAFTA for Nationals of Canada or Mexico.
- o Change of Status to H-1B1 or Extension of H-1B1 Stay for Nationals of Singapore and Chile.
- o Change of Status to E-3 or Extension of E-3 Stay for Nationals of Australia.

§ Initial Classification Under Certain Free Trade Agreements: DO NOT use Form I-129 to apply for initial classification under one of the Free Trade Agreements listed below.

- o **Initial TN Classification for Nationals of Mexico (outside the United States):** To obtain more information on the application process for initial TN classification, please visit the U.S. Department of State's TN Visa website. A link to the Department of State's website can be found under "Related Links" on the upper right section of this page.
- o **Initial TN Classification for Nationals of Canada (outside the United States):** Please see 8 CFR 214.6 for information on applying for initial TN admission at a U.S. port of entry. A link to Title 8 of the Code of Federal Regulations can be found under "Related Links."
- o **Initial H-1B1 Classification Under the Singapore/Chile Free Trade Agreement:** To obtain more information on applying for initial H-1B1 classification, please visit the U.S. Department of State's website.
- o **Initial E-3 Classification Under the Australian Free Trade Agreement:** To obtain more information on applying for initial E-3 classification, please visit the U.S. Department of State's website.

**Form I-539, Application for Change of Status or Extension of Stay
Effective April 2, 2007**

This chart provides the direct filing addresses for Form I-539, which become effective April 2, 2007. Please note the filing addresses below and the filing exceptions for certain classifications.

| IF | And | Mail I-539 to: |
|--|---|---|
| <p>You are a dependent spouse or child applying for change of status as a dependent to E-1, E-2, H-4, L-2, O-3, P-4, or for an extension of your dependent E-1, E-2, H-4, L-2, O-3, P-4, or TD status</p> | <p>you are filing Form I-539 at the same time as the principal,</p> | <p><u>together</u> with the principal's Form I-129 as part of the same package, send the entire I-129/I-539 package to the I-129 filing location, according to the instructions on the I-129 filing chart.</p> |
| | <p>the principal's petition and change of status request are pending</p> | <p>to the same Service Center where Form I-129 filed for the principal is pending. Include a copy of the filing receipt (or transfer notice) for the principal's Form I-129 showing the current pending location.</p> |
| | <p>the principal's petition and change of status request are approved</p> | <p>to the same Service Center that approved the principal's I-129 and change of status or extension application. Include a copy of the principal's approval notice.</p> |
| <p>you are in any other nonimmigrant status (and <u>not</u> listed in the exceptions) applying for change of status or extension of stay</p> | <p>you live in: Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Nevada, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin or Wyoming,</p> | <p>USCIS California Service Center P.O. Box 10539 Laguna Niguel, CA 92607-1053</p> |
| | <p>Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Vermont, Virginia, U.S. Virgin Islands, West Virginia, or the District of Columbia</p> | <p>USCIS Vermont Service Center 75 Lower Welden Street St. Albans, VT 05479-0001</p> |

| | | |
|---|---|---|
| <p>you are an F-1 or M-1 student applying for re-instatement</p> | <p>Your educational institution is located in: Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Nevada, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin or Wyoming.</p> | <p>USCIS California Service Center P.O. Box 10539 Laguna Niguel, CA 92607-1053</p> |
| | <p>Your educational institution is located in: Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Vermont, Virginia, U.S. Virgin Islands, West Virginia, or the District of Columbia</p> | <p>USCIS Vermont Service Center 75 Lower Welden Street St. Albans, VT 05479-0001</p> |

Exceptions

R-2 Religious Worker Dependents:

File Form I-539 with the California Service Center, regardless of where the principal is/will be employed.

H-1 C Nurses dependents:

File Form I-539 with the Vermont Service Center, regardless of where the principal is/will be employed.

TD dependents of TN principals (Free Trade – Canada and Mexico), H-4 dependents of H-1B1 principals (Free Trade – Singapore and Chile), and E-3 dependents of E-3 principals (Free Trade – Australia) applying for a change of status or extension of stay:
File Form I-539 with the Vermont Service Center, regardless of where the principal is/will be employed.

Dependents of Major League Sports Athletes or Support Personnel:

File with the Vermont Service Center. This covers major league athletes, minor league sports and any affiliates associated with the major leagues in baseball, hockey, soccer, basketball, and football. Support personnel includes: coaches, trainers, broadcasters, referees, linesmen, umpires, and interpreters.

A, G, and NATO:

For change of status requests to A,G, or NATO classification for employment with an embassy, international organization, or NATO, mail Form I-539 through your embassy, international organization, or NATO to: Department of State, Office of Protocol, 3507 International Place, N. W.,

Suite 242, Washington, D.C. 20008.

For change of status requests to G classification for employment with a foreign government's mission to the United Nations or with the United Nations Secretariat, mail Form I-539 through the foreign government's mission or the UN Secretariat to: U.S. Mission to the United Nations, 799 United Nations Plaza, New York, NY 10017.

For a dependent spouse or child requesting a change of status to a NATO classification based on the principal's classification as a NATO nonimmigrant, mail Form I-539 to: NATO/HQ SACT Legal Affairs, 7857 Blandy Road, Suite 100, Norfolk, VA 23551. If you or the principal NATO nonimmigrant through whom you derive your status are posted at a national component or as an exchange officer, please submit form I-539 to your embassy for proper filing through official diplomatic channels.

For a change of status from A, G, or NATO classifications to another nonimmigrant classification, file Form I-539 with the USCIS Service Center designated to handle the new nonimmigrant classification sought. You must submit with Form I-539 an endorsement by the Department of State Visa office, or a USUN official at Part 7 on the Form I-566 (interagency Record of Request-A, G, or NATO Dependent Employment Authorization or Change/Adjustment to Extend/Change nonimmigrant Status).

For extensions of stay for A-3, G-5, or NATO-7 nonimmigrants, submit your application through your embassy or international organization, or NATO command for proper filing through official diplomatic channels.

V Nonimmigrants:

Follow the filing instructions on Form I-539 supplement A, Filing Instructions for V Nonimmigrants

Form I-765, Application for Employment Authorization

Effective July 30, 2007

| Eligibility Category Number | Category Description | Filing Location |
|-----------------------------|---------------------------|---|
| 274a.12(a) | | |
| (1) | Lawful Permanent Resident | Separate EAD not required. Use Form I-551 (Permanent Residence Card) |
| (3) | Refugee | USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765 |

| | | |
|-----|-----------------|--|
| | | <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p> |
| (4) | Paroled Refugee | <p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p> |
| (5) | Asylee | <p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p> |
| (6) | Fiancé(e) | <p>Service Center with jurisdiction over your residence (see Service Center Filing Chart below).</p> |
| (7) | N-8 or N-9 | <p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> |

| | | |
|-----|-------------------------|---|
| | | <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p> |
| (8) | Micronesia/Marshall Is. | <p>USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS Nebraska Service Center 850 S. Street Lincoln, NE 68508-1225</p> |
| (9) | LIFE K3/4 | <p>If you live in Alabama, Arkansas, Colorado, Connecticut, Delaware, the District of Columbia, Florida, Georgia, Louisiana, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Texas, Utah, the U.S. Virgin Islands, Vermont, Virginia, West Virginia or Wyoming, send your application to (this address may be used for both US Postal Service and private courier deliveries):</p> <p>USCIS Vermont Service Center Attn: I-765 75 Lower Welden St.</p> |

| | | |
|------|---|--|
| | | <p>St. Albans, VT 05479-0001</p> <p>If you live in Alaska, Arizona, California, the Commonwealth of Guam, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, Ohio, South Dakota, Washington or Wisconsin, mail your application to:</p> <p>USCIS California Service Center P.O. Box 10765 Laguna Niguel, CA 92607-1076</p> <p>For private courier (non-USPS) deliveries:</p> <p>USCIS California Service Center 24000 Avila Road 2nd Floor, Room 2312 Laguna Niguel, CA 92677</p> |
| (10) | Withholding | <p>USCIS P.O. Box 805887 Chicago, IL 60680-4120</p> |
| (11) | Extended Voluntary Departure | <p>Service Center with jurisdiction over your residence (see Service Center Filing Chart below).</p> |
| (12) | Temporary Protected Status re-registration or initial filing. | <p>See instructions in the Federal Register notice for your country's TPS designation.</p> |
| | Temporary Protected Status - replacement for valid lost, stolen or mutilated EAD. | <p>This address may be used for both US Postal Service and private courier deliveries:</p> |

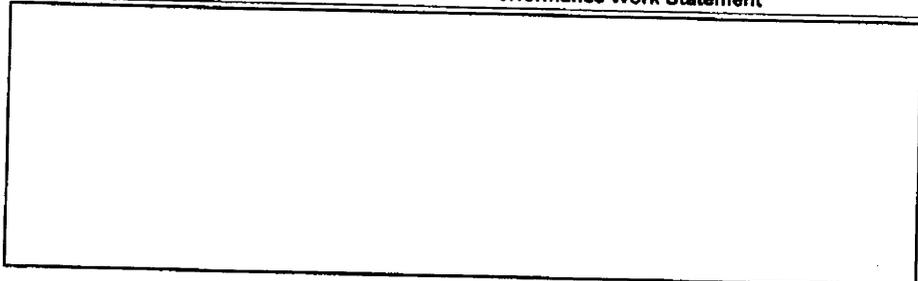
| | | |
|------------------------------------|--|---|
| | | <p>USCIS Vermont Service Center 75 Lower Welden St. St. Albans, VT 05479-0001</p> |
| (13) | Family Unity - replacement of lost, stolen or mutilated EAD. | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (14) | LIFE Legalization | <p>USCIS P.O. Box 7219 Chicago, IL 60680-7219</p> |
| (15) | V nonimmigrants | <p>USCIS P.O. Box 7216 Chicago, IL 60680-7216</p> <p>This address may be used for both US Postal Service and private courier deliveries:</p> |
| (16) | T principal renewals | <p>USCIS Vermont Service Center 75 Lower Welden St. St. Albans, VT 05479-0001</p> |
| (17) | E spouses | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (18) | L spouses | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| Eligibility Category Number | Category Description | Filing Location |
| 274a.12(c) | | |
| (1) | Spouse/Dependent of foreign government official | Department of State (who certifies and forwards to Nebraska Service Center) |

| | | |
|----------|--|---|
| (2) | Spouse/Dependent of Coord. Council NA Affairs | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (3)(i) | F-1 Opt PT | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (3)(ii) | F-1 International Org. Act | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (3)(iii) | F-1 Hardship | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (4) | Spouse/Dependent of G-1, 3, 4 | Dept. of State/United Nations (alien's sponsoring organization) who certifies and forwards to Nebraska Service Center |
| (5) | J-1 dependent | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (6) | M-1 PT | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (7) | NATO dependent | NATO, who certifies and forwards to Nebraska Service Center |
| (8) | Asylum applicant | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| | Asylum applicant under special ABC filing instructions and you are filing your asylum and EAD applications together. | Mail to office where you are filing your asylum application. |
| (9) | I-485 pending | Please see page 7 of the form instructions for more information. |
| (10) | 244 Suspension | See form for filing location instructions. |
| (11) | Public Interest Parolee | USCIS |

| | | |
|-----------|--|---|
| | | P.O. Box 805887 Chicago, IL 60680-4120 |
| (12) | Not in use | |
| (13) | Not in use | |
| (14) | Deferred Action (also see exception below) Exception: If deferred action was based on an approved Form I-360 petition filed for a battered or abused spouse or child. | USCIS P.O. Box 805887 Chicago, IL 60680-4120 This address may be used for both US Postal Service and private courier deliveries: USCIS Vermont Service Center 75 Lower Welden St. |
| (15) | Not in use | |
| (16) | Sec 249 Creation of Record | USCIS P.O. Box 805887 Chicago, IL 60680-4120 |
| (17)(i) | B-1 Domestic of Nonimmigrant | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (17)(ii) | B-1 Domestic of Certain USC's | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (17)(iii) | Employee Foreign Airline | Service Center with jurisdiction over your residence (see Service Center Filing Chart below). |
| (18) | Order of Supervision | USCIS P.O. Box 805887 Chicago, IL 60680-4120 |
| (19) | Temporary Protected Status | See instructions in the Federal Register notice for your country's TPS designation. |
| (20) | Sec 210 Legalization | Service Center with jurisdiction over your residence (see addresses below). |

| | | |
|---|---|---|
| (21) | S Nonimmigrant | Don't use Form I-765. See USCIS Contact. |
| (22) | Sec 245A Legalization: If you have a pending I-687 (Legalization Application) based on an approved "Front Desk Questionnaire" | USCIS Texas Service Center P.O. Box 851041 Mesquite, TX 75185-1041 For private courier (non-USPS) deliveries: USCIS Texas Service Center 4141 North St. Augustine Road Dallas, TX 75227 |
| | If you filed a completed legalization application pursuant to Section 245A of the Act (and Section 245(a) 8 Code of Federal Regulations). | Service Center with jurisdiction over your residence (see addresses below). |
| (23) | Irish Peace Process | Do not use Form I-765. I-94 used. |
| (24) | LIFE Legalization | USCIS P.O. Box 7219 Chicago, IL 60680-7219 This address may be used for both US Postal Service and private courier deliveries: |
| | T dependents | USCIS Vermont Service Center 75 Lower Welden St. St. Albans, VT 05479-0001 |
| Service Center Filing Chart | | |
| If you live in: | | Mail your application to: |
| Connecticut, Delaware, D.C., Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, | | This address may be used for both US Postal Service and private courier deliveries: |

| | |
|--|---|
| Virginia, West Virginia, U.S.V.I. | USCIS Vermont Service Center Attn: I-765 75 Lower Welden Street St. Albans, VT 05479-0001 |
| Arkansas, Alabama, Georgia, Florida, Louisiana, Kentucky, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas | USCIS Texas Service Center P.O. Box 851041 Mesquite, TX 75185-1041 Or for private courier (non-USPS) deliveries to the Texas Service Center: USCIS Texas Service Center 4141 North St. Augustine Road Dallas, TX 75227 |
| Arizona, California, Guam, Hawaii, Nevada | USCIS California Service Center P.O. Box 10765 Laguna Niguel, CA 92607-1076 Or for private courier (non-USPS) deliveries to the California Service Center: USCIS California Service Center 24000 Avila Road 2nd Floor, Room 2312 Laguna Niguel, CA 92677 |
| Alaska, Colorado, Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Montana, Nebraska, North Dakota, Ohio, Oregon, South Dakota, Utah, Washington, Wisconsin, Wyoming | USCIS Nebraska Service Center P.O. Box 87765 Lincoln, NE 68501-7765 |



Or for private courier (non-USPS) deliveries to the Nebraska
Service Center:

USCIS
Nebraska Service Center
850 S. St.
Lincoln, NE 68508-1225

3.0 GENERAL SCOPE OF WORK

The services in this PWS include administrative and technical functions in support of records management for the USCIS Service Center operations. In the performance of these services the contractor shall gather information, exercise judgment and present facts to USCIS employees for review and decision. However, the contractor shall not make official policy or decisions on behalf of USCIS. While the contractor employees may handle funding and accounting records, they may not make decisions that are inherently governmental in nature nor do they have USCIS signature authority.

Contractor shall provide all personnel and supervision necessary to perform the requirements of the contract. USCIS will provide property and services listed later in this PWS. Contractor shall use Government provided equipment and shall not introduce Contractor owned production equipment within the Service Center facilities. Contractor is required to provide transportation for mail pick-up and file transport between buildings at the same center. Contractor will be allowed to install and pay for DSL capabilities within the administrative area provided to the Contractor.

It is anticipated that the services and products required under this contract shall be provided primarily at each of the four Service Centers:

- California Service Center (CSC), Laguna Niguel, California. This Service Center is currently located in a single building. **Note:** *Location subject to change within surrounding area.*
- Nebraska Service Center (NSC), Lincoln, Nebraska. This Service Center is currently located in three buildings within 5 miles of each other in Lincoln, Nebraska. **Note:** *Locations subject to change within surrounding area.*
- Texas Service Center (TSC), Dallas, Texas. This Service Center is currently located in three buildings. Two buildings are located together in Dallas and one building is located approximately 18 miles away. **Note:** *Locations subject to change within surrounding area.*
- Vermont Service Center (VSC), St. Albans, Vermont. This Service Center is currently located in five buildings. Four buildings are within approximately ½ mile of each other in St. Albans and one building is located approximately 30 miles from the others, in Essex Junction. **Note:** *Locations subject to change within surrounding area.*

The contractor is expected to accomplish the required tasks in each functional category during normal hours of operation. Additional work requirements that arise may require specific Government-directed file operations outside normal hours of operation. All travel and training are the responsibility of the contractor.

4.0 CONTRACTOR TASKS/REQUIREMENTS

4.1 General Requirements

- 4.1.1 The contractor shall provide on-site management and implement appropriate management systems to assure the quality, reliability, accuracy, and timeliness of all services and products provided to USCIS. In addition the contractor shall keep the onsite COTRs updated on operational status and plans.
- 4.1.2 The contractor shall comply with all USCIS policies, procedures, and regulations in effect during the performance of the contract.
- 4.1.3 The contractor shall provide all reports required in this contract in accordance with paragraph 6.0 Deliverables.
- 4.1.4 The contractor shall immediately report suspected fraud, waste and abuse to the COTR and Contracting Officer.
- 4.1.5 The contractor shall require all contractor personnel to sign nondisclosure statements affirming that they will not disclose data they encounter in the performance of this contract to any unauthorized entity.
- 4.1.6 The contractor shall maintain accounting of a 45-day supply of all consumables, including mail supplies available through the United States Postal Service (USPS) and courier companies, to meet all requirements of this contract. The contractor shall provide sufficient notice to the COTR of the need for additional consumables to enable timely replenishment.
- 4.1.7 The contractor shall perform a 100% audit of file holdings semi-annually to include all Service Center operating units to ensure physical location of the files is properly recorded in the electronic tracking systems in accordance with USCIS policies and procedures.
- 4.1.8 The contractor shall track and secure blank pre-printed A-File jackets in the contractor's possession in accordance with USCIS policies and procedures.
- 4.1.9 The contractor shall prepare packing manifests in accordance with Service Center procedures.
- 4.1.10 The contractor shall generate USCIS pre-approved letters, notices, messages (including E-mail).
- 4.1.11 The contractor shall expedite special file operations requests within the timeframes designated by USCIS policies and procedures. (See 4.5.2).
- 4.1.12 The contractor shall carry out document destruction when necessary in accordance with USCIS policies and procedures as directed by the COTR.
- 4.1.13 The contractor shall conduct system searches when requested in accordance with USCIS policies and procedures, and/or by the COTR. (See 4.5.5).

- 4.1.14 The contractor shall update data in various electronic data systems as necessary and as required in accordance with USCIS policies and procedures and/or by the COTR.
- 4.1.15 The contractor shall operate and perform basic user maintenance on government provided equipment in accordance with Original Equipment Manufacturer (OEM) and Service Center instructions and as directed by the COTR. This may include, but is not limited to making necessary adjustments to equipment to accommodate various size letters and correspondence, clearing paper jams, changing toner cartridges, etc.
- 4.1.16 The contractor shall provide notification within one (1) hour (measured during normal hours of operation) of government provided equipment malfunctions or failure to the COTR.

4.1.17 Operational Flexibility

| | |
|-------------------|---|
| Background | The normal hours of operation at the Service Centers are 6:00 a.m. - 11:30 p.m., Monday through Friday, excluding Federal holidays, or at the direction of the Service Center Director. Should the volume of receipts increase by the twelve million forms previously mentioned in Section 1.0, it may be necessary to extend operating hours to as much as 24 hours per day. However, due to the nature of USCIS mission, some file operations are performed and must be supported, outside of normal hours of operation and/or on weekends. |
|-------------------|---|

- 4.1.17.1 The contractor shall obtain written approval of the COTR for work schedules different from the normal hours of operation one (1) week prior to the commencement of the schedule.
- 4.1.17.2 The contractor shall actively manage its workforce to maintain operational flexibility to perform all the requirements of this contract, at all times, regardless of variation of the workload at any specific processing areas within the records management lifecycle.
- 4.1.18 The contractor shall maintain the capability to accommodate spikes in receipt volumes that occur from time to time and that are predicted at least 45 calendar days in advance of the anticipated sudden increase in receipt volumes. These spikes may be attributable to the beginning of an application period, anticipated changes in fees to be charged, or other phenomena.
- 4.1.19 The contractor shall maintain the capability to accommodate surges in volume receipts of up to 20% above the daily average receipt volume for the previous twenty business days. In the event the receipt volume exceeds 120% of the rolling daily average for the previous twenty business days, the contractor shall only be held responsible for meeting the timeliness performance requirements for 120% of the rolling daily average; the balance may be processed on the next business day and may be considered – for the purposes of surge management only – as part of the receipts for the next day. If the surge extends beyond one day, then the contractor will continue to perform under the

same rule for as long as the surge lasts, recalculating the rolling daily average receipt volume and the 120% volume each day based on the previous twenty business days.

4.2 Mail Operations Support:

- 4.2.1 The contractor shall perform all tasks necessary for, or incidental to, the receipt, processing, and delivery of incoming and outgoing mail for all components in the Service Centers and for the USCIS Regional Headquarters for the Western Region (co-located within the Federal Building housing the California Service Center in Laguna Niguel, CA). This includes the handling of registered mail which is an authorized means of transmitting classified information at the Secret level. All personnel handling or transporting registered mail must possess a security clearance at the Secret level (see PWS Paragraph 5 and DD Form 254).
- 4.2.2 The contractor shall route, process, and account for all mail – to include but not be limited to USPS mail, courier service packages, etc., to and from sources external to the service center, in a manner that optimizes proper file management and security, expedites data collection, maintains financial accountability, and maximizes throughput. The contractor shall process suspicious packages in accordance with USCIS policies and procedures. See also 4.5.19
- 4.2.3 The contractor shall stage and maintain a count of mail for pickup by presort contractor in accordance with the USCIS policies and procedures.
- 4.2.4 Full adherence to applicable USCIS security policies and procedures is required for all handling of mail and fee instruments.
- 4.2.5 Collect, Process, and Deliver Mail
 - 4.2.5.1 The contractor shall pick up mail from the USPS facilities serving the Service Center, in a timely manner, using contractor provided transportation. The contractor shall also receive mail delivered by the USPS, any third party couriers, and/or authorized Government agencies during normal hours of operation.

| | |
|-----------------|--|
| Standard | The contractor picks up mail from each USPS facility serving the Service Center at a minimum of two times every business day – except at VSC where the requirement shall be once every business day - (Monday through Friday – except Federal holidays) and all such mail is received during regular work hours. |
| Measure | Validated customer complaints |

- 4.2.5.2 All incoming mail, including undeliverable or returned mail, shall be opened (excluding certain exceptions), sorted, date stamped, properly handled and routed to the appropriate area, in a timely manner, in accordance with local policies and procedures. Registered mail shall be properly handled and secured in accordance with USCIS policies and procedures.

| | |
|-------------------|---|
| Standard 1 | No more than 10 pieces of mail per day received before 12:00 noon are not opened, sorted, date stamped, and routed to appropriate areas no later than close of the same business day the mail is received in the Service Center in accordance with USCIS policies and procedures. |
| Measure | Periodic observation and Validated customer complaints |
| Standard 2 | All registered mail is properly handled, secured, and delivered in accordance with USCIS policies and procedures. |
| Measure | Periodic observation and Validated customer complaints |

4.2.5.3 The contractor shall log registered and certified mail.

| | |
|-----------------|---|
| Standard | All registered and certified mail is accurately logged. |
| Measure | Periodic observation |

4.2.5.4 The contractor shall process outgoing third party courier mail by utilizing the courier's computer-based system.

| | |
|-----------------|--|
| Standard | The contractor utilizes the third party courier's tracking and delivery verification system for third party courier mail in all cases. |
| Measure | Validated customer complaints |

4.2.5.5 The contractor shall receive Post Office Non-Deliverable Securities (PONDS) and prepare a manifest of them in accordance with Service Center procedures.

| | |
|-----------------|--|
| Standard | All PONDS mail is accounted for in the manifest per month. |
| Measure | Validated customer complaints |

4.2.5.6 The contractor shall correctly process all outgoing mail in a timely manner and all uncorrectable nonconforming mail shall be returned to USCIS for disposition guidance.

| | |
|-------------------|---|
| Standard 1 | All outgoing mail is metered no later than the scheduled time for the presort contractor. |
| Measure | Validated customer complaints |
| Standard 2 | All outgoing mail has the appropriate postage for the weight and class affixed. |
| Measure | Validated customer complaints |
| Standard 3 | All outgoing mail is properly prepared for mailing with complete and visible delivery addresses in accordance with Service Center procedures. Any uncorrectable nonconforming mail shall be returned to USCIS for disposition guidance. |
| Measure | Validated customer complaints |

4.2.5.7 The contractor shall deliver sealed and metered outgoing mail on a regular basis to the USPS or to designated third parties on the same date it was metered.

| | |
|-----------------|---|
| Standard | All outgoing mail is delivered to USPS, or to designated third parties, a minimum of once per business day (Monday through Friday, excluding Federal holidays) on the same date mail was metered. |
| Measure | Validated customer complaints |

4.3 Data Collection Support:

| | |
|-------------------|--|
| Background | The accuracy of data collection is critical to the USCIS mission and includes, but is not limited to, keying fields such as A-file number, date of birth, name and alias(es), address, attorney name and address, monetary amount, corrections, updates to applicant/petitioner information, and other pertinent information. The contractor is required to verify the accuracy of the information entered into USCIS systems. Accurate data entry may require the contractor to search for valid data within source documents when entering information from specific forms. Contractor should anticipate occasional IT system outages in order to direct work efforts to other activities. Data Collection Support does not include system updates for incoming and outgoing correspondence such as Request for Evidence, RAP Sheets, and similar documents. |
|-------------------|--|

4.3.1 The contractor shall assemble forms and other materials in accordance with USCIS policies and procedures.

| | |
|-----------------|--|
| Standard | The contractor assembles forms and other materials in accordance with USCIS policies and procedures. |
| Measure | Periodic observation & Validated customer complaints |

4.3.2 The contractor shall review applications and/or petitions for completeness, jurisdiction, signature, and correct fee, and process those compliant and non-compliant applications/petitions in accordance with USCIS policies and procedures.

| | |
|-------------------|--|
| Standard 1 | The contractor correctly identifies and rejects 98% of unacceptable forms. |
| Measure | Random sampling |
| Standard 2 | The contractor correctly logs 98% of manually rejected forms. |
| Measure | Random sampling |
| Standard 3 | 98% of rejected forms (and fees, as appropriate) are mailed to the |

| | |
|-------------------|---|
| | applicant/petitioner no later than close of business the day following rejection. |
| Measure | Random sampling |
| Standard 4 | 2% or less of acceptable applications and petitions are rejected. |
| Measure | Random sampling |

4.3.3 The contractor shall collect information from source documents and input data into various formatted screens in accordance with USCIS policies and procedures. Accurate data entry of all fee-bearing forms with the exception of the N-400 must be completed no later than close of working day (11:30 p.m.) on the day received in the service center. Accurate data entry of the N-400 form must be completed no later than close of working day (11:30 p.m.) on the next business day following being received in the service center. Accurate data entry of nonfee-bearing forms must be completed no later than close of working day (11:30 p.m.) on the 2nd business day following being received in the service center.

| | |
|-------------------|--|
| Standard 1 | Accurate data entry of all fee-related forms other than the N-400 must be completed no later than close of the working day (11:30 p.m.) on the day received at the service center. |
| Measure | Random sampling |
| Standard 2 | Accurate data entry of the N-400 must be completed no later than close of the working day (11:30 p.m.) on the next business day after being received at the service center. |
| Measure | Random sampling |
| Standard 3 | Accurate data entry of all non-fee related forms must be completed no later than close of the working day (11:30 p.m.) on the 2 nd business day after being received at the service center. |
| Measure | Random sampling |

4.3.4 The contractor shall appropriately and correctly prepare and affix barcode labels and other identifiers.

| | |
|-----------------|--|
| Standard | All Identifiers, including barcode labels, are appropriately and correctly prepared and affixed to all applications, petitions, and file jackets in accordance with USCIS policies and procedures. |
| Measure | Validated customer complaints |

4.3.5 The contractor shall generate screen printouts in conjunction with data entry in accordance with USCIS policies and procedures. See Attachment 7.5 for examples of the form types that require screen prints.

| | |
|-----------------|---|
| Standard | All screen prints are generated in accordance with USCIS policies and procedures. |
| Measure | Periodic observation & Validated customer complaints |

4.3.6 The contractor shall scan biometric information from documents, as required, and perform cropping, scaling and adjusting of contrast and brightness as necessary to achieve an acceptable quality image for document production.

| | |
|-----------------|--|
| Standard | All biometric information is scanned from documents as required, and cropping, scaling and adjusting of contract and brightness are performed as necessary to achieve an acceptable quality image for document production. |
| Measure | Periodic observation & Validated customer complaints |

4.3.7 The contractor shall scan, process, and verify fingerprint submissions for submission to the Federal Bureau of Investigation (FBI).

| | |
|-----------------|--|
| Standard | All fingerprint submissions are scanned, processed accurately and submitted to the FBI no later than close of the third business day following being received in the Service Center (exception: Orphan and adoption cards are processed and submitted no later than close of the next business day). |
| Measure | Validated customer complaints |

4.3.8 The contractor shall create files during data collection in accordance with USCIS policies and procedures. Fee-bearing forms and premium applications and/or petitions requiring either an A-file, or T-file or a receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m.) on the day received in the service center. The non fee-bearing forms will be created no later than close of working day (11:30 p.m.) on the 2nd business day following being received in the service center. The I-485 A-file, when needed, shall have the A-file created no later than close of working day (11:30 p.m.) on the 3rd business day following being received in the center.

| | |
|-------------------|--|
| Standard 1 | All fee-bearing forms and premium applications and/or petitions requiring either an A-File, T-File or a receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m.) on the day received in the service center. |
| Measure | Validated customer complaints |
| Standard 2 | All non fee-bearing forms requiring either an A-File, T-File or receipt file (as appropriate) shall have a file created no later than close of working day (11:30 p.m) on the 2 nd business day following being received in the service center. |
| Measure | Validated customer complaints |
| Standard 3 | All I-485 A-Files, when needed shall have |

| | |
|-------------------|--|
| | the A-File created no later than close of working day (11:30 p.m.) on the 3 rd business day following being received in the center. |
| Measure | Validated customer complaints |
| Standard 4 | No duplicate A-file records are created. |
| Measure | Validated customer complaints |

4.3.9 The contractor shall schedule biometric appointment in accordance with USCIS policies and procedures.

| | |
|-----------------|---|
| Standard | All biometrics appointments are scheduled in accordance with USCIS policies and procedures. |
| Measure | Validated customer complaints |

4.4 Fee Collection:

The contractor shall collect and process fees in accordance with the Department of Treasury Financial Manual and in accordance with USCIS policies and procedures regarding safeguarding and accounting of financial instruments (cash, checks, and money orders).

4.4.1 The contractor shall endorse fees and prepare them for depository pick up on the next business day after the fees were received in the Service Center.

| | |
|-------------------|--|
| Standard 1 | All fees are prepared for deposit in accordance with USCIS policies and procedures. |
| Measure | Random sampling |
| Standard 2 | Contractor endorses and deposits all fees not later than the depository pick up on the next business day after the fees were received in the Service Center. |
| Measure | 100% audits and Validated customer complaints |

4.4.2 The contractor shall accurately generate, prepare, reconcile, and report daily deposits in accordance with USCIS policies and procedures.

| | |
|-----------------|--|
| Standard | All deposits are accurately generated, prepared, reconciled, and reported daily. |
| Measure | Periodic observation and Validated customer complaints |

4.4.3 The contractor shall monitor and safeguard fees at all times while within the contractor's custody in accordance with USCIS policies and procedures.

| | |
|-----------------|---|
| Standard | All fees are monitored and safeguarded at all times when in the |
|-----------------|---|

| | |
|----------------|--|
| | custody of the contractor. |
| Measure | Periodic observation & Validated customer complaints |

4.5 File Operations Support:

| | |
|-------------------|--|
| Background | <p>Successful performance of File Operations Support is critical to the success of this contract and to the USCIS mission. The contractor is required to receive, store, retrieve, maintain and distribute files and internal mail in a timely, complete, and accurate manner, consistent with applicable USCIS guidance and policies and procedures. File content is dictated by documentation requirements imposed by law, regulation, or public policy. Files may be in paper, electronic, or digitized formats.</p> <p>The contractor is required to update USCIS tracking systems, annotate appropriate actions on case processing worksheets, manifest cases and accountable documents being transferred as required, perform and follow-up File Transfer Requests (FTR), Manual Search Requests (MSR), perform file sorts, and file pulls as requested.</p> |
|-------------------|--|

4.5.1 The contractor shall create files during file operations in accordance with USCIS policies and procedures.

| | |
|-------------------|---|
| Standard 1 | All files for which an A-file or a receipt file is required by USCIS has an A-file or a receipt file created no later than close of the next business day following request from USCIS. |
| Measure | Validated customer complaints |
| Standard 2 | No duplicate A-file records are created. |
| Measure | Validated customer complaints |

4.5.2 The contractor shall, at any time (including outside normal hours of operation), accurately identify, locate and retrieve files requested by the COTR in a timely manner, in accordance with USCIS policies and procedures.

| | |
|-----------------|--|
| Standard | All files are accurately identified, located and retrieved within four (4) hours when requested by the COTR. |
| Measure | Periodic observation |

4.5.3 The contractor shall request files from external sources in accordance with USCIS policies and procedures.

| | |
|-----------------|---|
| Standard | Contractor makes all system file requests no later than close of the next business day following request from USCIS or awareness of |
|-----------------|---|

| | |
|----------------|-------------------------------|
| | the need. |
| Measure | Validated customer complaints |

4.5.4 The contractor shall fulfill internal and external requests for files in a timely manner and in accordance with USCIS policies and procedures.

| | |
|-----------------|---|
| Standard | Contractor responds to 98% of requests, by correctly retrieving and delivering files no later than the close of the next business day (or within other designated timeframes) following request from USCIS. |
| Measure | Random sampling |

4.5.5 During normal hours of operation, the Contractor shall fulfill customer requests for information located in Service Center files in the requested media.

| | |
|-----------------|---|
| Standard | Contractor provides requested information to customer within four (4) normal operating hours. |
| Measure | Validated customer complaints |

4.5.6 The contractor shall perform file sorts in accordance with USCIS policies and procedures.

| | |
|-----------------|--|
| Standard | All files are segregated, stored, and routed in accordance with USCIS policies and procedures. |
| Measure | Validated customer complaints |

4.5.7 The contractor shall file and re-file records in a timely manner and in accordance with USCIS policies and procedures.

| | |
|-------------------|---|
| Standard 1 | Unless otherwise directed by the COTR all new applications and/or petitions are filed no later than close of the 2nd business day following data entry. |
| Measure | Periodic observation |
| Standard 2 | Other incoming files and re-files are filed no later than close of the next business day following being received in the Service Center. |
| Measure | Periodic observation |

4.5.8 The contractor shall update appropriate records in USCIS systems (e.g., Receipt and Alien File Accountability Control System (RAFACS), National File Tracking System (NFTS), Central Index System (CIS), etc.) for files.

| | |
|-------------------|---|
| Standard 1 | When files are moved all systems are correctly updated and located in USCIS tracking systems. |
|-------------------|---|

| | |
|-------------------|--|
| Measure | Periodic observation |
| Standard 2 | The contractor reconciles and resolves 99% of issues identified through system-generated reports in accordance with USCIS policies and procedures. |
| Measure | Random Sampling |

4.5.9 The contractor shall identify, consolidate, and merge all files related to a beneficiary of an application or petition and update all USCIS systems to accurately reflect the consolidation or merger in accordance with USCIS policies and procedures.

| | |
|-----------------|---|
| Standard | The contractor consolidates all files, physically and electronically, no later than close of the third business day following being received in the Service Center or identified in the Service Center, and prior to file movement. |
| Measure | Validated customer complaints |

4.5.10 The contractor shall create and maintain temporary holding areas within the Service Centers for files that are on hold pending further actions (i.e. receipt of payment, fingerprints, or evidence).

| | |
|-------------------|--|
| Standard 1 | The contractor maintains a tracking tickler-filing process that accurately identifies the expiration of all files held in the temporary holding areas. |
| Measure | Validated customer complaints |
| Standard 2 | The contractor moves temporary holdings to the next stage of the appropriate process when required. |
| Measure | Validated customer complaints |

4.5.11 The contractor shall scan, interfile, and connect correspondence or Request for Evidence (RFE) with corresponding file(s) and update systems in a timely manner and in accordance with USCIS policies and procedures.

| | |
|-------------------|--|
| Standard 1 | All Requests for Evidence (RFE) are connected no later than close of the third business day following being received in the Service Center. |
| Measure | Validated customer complaints |
| Standard 2 | All correspondence is interfiled no later than close of the fifth business day following being received in the Service Center. |
| Measure | Validated customer complaints |
| Standard 3 | The contractor moves all files to the adjudicator no later than close of the next business day following the requested evidence being connected to the file. |
| Measure | Validated customer complaints |

4.5.12 The contractor shall maintain files in accordance with USCIS policies and procedures.

| | |
|-------------------|--|
| Standard 1 | All file maintenance is performed in accordance with USCIS policies and procedures. |
| Measure | Validated customer complaints |
| Standard 2 | All files are in suitable jackets at all times in accordance with USCIS policies and procedures. |
| Measure | Validated customer complaints |
| Standard 3 | All barcodes are readable at all times. |
| Measure | Validated customer complaints |

4.5.13 The contractor shall electronically transfer in USCIS systems and prepare files for shipment to the National Records Center (NRC), Harrisonburg File Storage Facility (HBG FSF), or other locations as directed in accordance with USCIS policies and procedures.

| | |
|-----------------|--|
| Standard | All files are properly prepared and shipped to the NRC, HBG FSF, or other locations as directed. |
| Measure | Periodic observation and Validated customer complaints |

4.5.14 The contractor shall perform system queries and searches and generate associated screen prints in a timely manner, in accordance with USCIS policies and procedures, and as directed by the COTR.

| | |
|-----------------|---|
| Standard | The contractor performs all system queries and searches, and generates all associated screen prints within the required timeframes. |
| Measure | Validated customer complaints |

4.5.15 The contractor shall scan materials accurately.

| | |
|-------------------|---|
| Standard 1 | The contractor makes all necessary adjustments to the system data that scanning equipment read incorrectly. |
| Measure | Periodic observation and Validated customer complaints |
| Standard 2 | No scanned material is rejected due to contractor error. |
| Measure | Periodic observation and Validated customer complaints |

4.5.16 The contractor shall assemble e-Filed and Lockbox applications and/or petitions and other materials in accordance with the USCIS policies and procedures.

| | |
|-------------------|--|
| Standard 1 | The contractor assembles all e-filed and lockbox Premium Processing forms no later than close of the same business day the application/petition is received. |
| Measure | Periodic observation and Validated customer complaints |
| Standard 2 | The contractor assembles all Lockbox and e-Filed non-Premium Processing forms no later than close of the next business day |