

### **Attachment 7.5 - Currently Required Screen Prints**

As noted throughout the Performance Work Statement, the contractor duties within the Service Centers are broad and multi-faceted. In supporting the Adjudications program and the processing of applications and/or petitions for benefits, the contractor is responsible for printing screens from various USCIS automated systems. As with sorts, depending on the Center and the form type, the screenprints are done in the mail room, data entry, and/or the file room task areas.

Examples of the various screen prints requirements include:

For I-130's, the California Service Center requires up to 5 different screen prints; the Nebraska Service Center and Vermont Service Center requires up to 3 different screen prints for I-130's.

For N-400's, the California Service Center and Nebraska Service Center requires up to 6 different screen prints; and, the Vermont Service Center requires up to 4 N-400 screen prints.

California Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	CIS 9102	CIS 9505	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIS (SQ94)	TECS	AR-11
I-102																											
I-130	X			X	X	X			X			X													X	X	
I-131	X			X	X	X				X		X										X					
I-140	X			X	X	X			X	X		X										X					
I-191	X			X	X	X				X																	
I-192	X			X	X	X				X																	
I-485	X			X	X	X			X												X	X	X				
I-360	X			X	X	X																					
I-526	X			X	X	X			X																		
I-589	X			X	X									X				X									
I-612	X			X	X	X			X																		
I-539	X			X						X		X													X	X	
I-129F	X			X	X	X			X																		
I-129										X		X													X	X	
I-751	X								X						X												

California Service Center (Continued)

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	CIS 9102	CIS 9505	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIS (SQ94)	TECS	AR-11
I-765	X				X	X	X			X																	
I-765 (C-8)	X								X										X								
I-765 (C-9)	X											X				X											
I-765 (C-10)	X																		X								
I-765 (C-3)	X		X		X	X																					X
I-765 (A-17, A-18)	X		X		X	X				X		X															X
I-817	X		X		X	X												X				X					X
I-824	X				X	X	X			X		X	X														
I-829	X		X		X	X				X						X		X									
I-881	X		X		X		X	X											X			X					
I-90	X																					X					
MSR (Excel Request Form)																						X					
MTR	X				X	X	X			X		X															
N-400	X				X	X	X			X																	
Consular Return Group 4											X	X															
Immigrant Visa (2A IV)	X									X	X																

Nebraska Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	MAILS If hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ94)	Re-reun 9101 or DACS after RFE	SEVIS
I-90 Renewals	X	X						X	X											X		X					
I-90 Replacements	X	X						X	X								X			X		X					
I-102																								X			
I-130	X						X													X							
I-131 Re-entry Permit	X					X	X	X									X										
I-131 Travel Document	X					X	X	X									X		X								
I-131 Advance Parole	X		X	X	X	X	X	X									X										
I-131 HRIFA	X		X	X	X	X	X				X								X								
I-485 Asylum	X		X	X	X	X	X														X		X		X		
I-485 EB	X		X	X	X	X	X											X			X		X				
I-485 HRIFA	X		X	X	X	X	X												X			X		X			
I-485 Indo-China	X		X	X	X	X	X														X		X				
I-212	X																										
I-589						X	X									X			X								
I-612	X																										
I-730	X															X				X							
I-751	X							X																			

Nebraska Service Center (Continued)

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	NAILS If hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ84)	Re-reun 9101 or DACS after RFE	SEVIS
I-765	X			X	X	X	X										X										
I-765 (C3/C5)	X			X	X	X	X										X										X
I-765 (A5)	X					X	X									X	X	X	X								
I-765 (C8)	X					X	X									X	X	X	X								
I-765 (C9)	X		X	X	X	X	X	X									X	X									
I-817	X					X	X	X																			
I-821/I-765	X											X					X	X			X						
I-824												X	X	X													
N-400	X		X	X	X						X											X					
I-539 F,M,J																								X		X	
I-539 F,M,J																								X			
I-129F	X																										

Texas Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	NAIIS If hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ94)	Re-reun 9101 or DACS after RFE	SEVIS
I-90 e-Filing	X							X	X																		
I-90								X	X																		
I-102																									X		
I-485																						X		X			
I-589	X				X	X										X			X								
I-765 (C8)	X															X			X								
I-765 (Other)	X																										
I-817																						X					
I-821/I-765					X	X					X																
I-824											X																
N-400	X									X												X					

Vermont Service Center

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS If hit in 9101	NAILS If hit in 9101	CIS 9103 Exact name, If not in 9101	CIS 9106 Sounds like with dob, If not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	FBI Name Check	NIIS (SQ94)	Re-reun 9101 or DACS after RFE	Rerun 9101 or DACS after RFE comes in	FBI Query - Unclassifiable rejects	Bene Screen if over 100 Benes	Claims Fee Screen	MFAS CSTA/CHIS if other than current status of "Pending Receipt"	SEVIS		
I-102 (Denied)	X				X	X																												
I-129																																		
I-129 (H1B)																																		
I-130	X				X	X																												
I-140	X				X	X																												
I-360	X				X	X																												
I-485 EB	X				X	X															X													
I-212	X				X	X																												
I-589															X																			
I-612	X				X	X																												
I-751																																		
I-817	X				X	X																												
I-821/I-765	X				X	X																												
N-400	X									X																								
I-129F	X				X	X					X																							
I-914	X				X	X																												
CR189	X																																	

**Attachment 7.6 – Data Entry Applications and Petitions Fields**

**Data Entry Fields for Applications and Petitions by Form Type and Tier**

<b>Tier 1 Forms</b>	<b>Average Fields</b>
I-131 Photo Scan	1
I-907	4
Fingerprint Fee	7
I-407	8
AR-11	10
I-485 (EOIR)	10
I-589 (EOIR)	10
I-881	10
I-512L	11
I-730	13
I-89 & I-181	13
I-89 & I-485	13
I-89 & I-687	13
I-89 & I-751	13
I-89 & I-765	13
I-89 & I-817	13
I-89 & I-90	13
I-89 & IV (OS-551A)	13
SNAP Scheduling	14
I-192	14
I-212	15
G-28	15
N-470	15
N-600	15
N-600K	15

I-601	16
I-612/USIA	16
I-905	16
N-565	16
FD-258	17
I-865	19
I-290B	21
I-589	22
I-687	22
I-864	23
I-129F	24
I-129S	24
I-690	24
I-694	24
I-698	24
I-914A	24

<b>Tier 2 Forms</b>	<b>Average Fields</b>
I-821	26
I-181 Copy 3	28
I-526	29
Motions	29
N-644	30
CR-189	32
I-129	32
EOIR-29	33
I-131	33
OS-551A/DS-230	33
I-817	34
I-360	35
I-102	36
I-539	36
I-130	40
I-90	40
I-140	41
I-829	44
I-751 (MFAS)	43
I-765	46
I-765 Auto Adj	46

<b>Tier 3 Forms</b>	<b>Average Fields</b>
I-485	51
I-824	54
I-824 Auto Adj	54
I-914	59

<b>Tier 4 Forms</b>	<b>Average Fields</b>
N-400	100

## **7.7. Policies and Procedures (on CD-Available upon request)**

### **USCIS Policies and Procedures**

USCIS Policies and Procedures are either published in Executive Department publications or USCIS documents. These publications and documents will be provided in electronic form upon request.

The following categories of information will be provided:

- Automated Systems Documentation
- Department of Homeland Security Manuals
- USCIS policies and procedures

The following documents and publications can be found on the Internet as shown:

- Executive Order 12958 – Classified National Security Information National Industrial Security Program Operating Manual (see <http://www.dss.mil/files/pdf/nispom2006-5220.pdf>).
- Privacy Act of 1974
  - 5 USC 552a (see <http://www.usdoj.gov/oip/privstat.htm>)
  - 8 CFR 103.20 *et seq.* (see <http://www.access.gpo.gov/nara/cfr/index.html>)
  - 28 CFR 16.40 *et seq.* (see <http://www.access.gpo.gov/nara/cfr/index.html>)
- Treasury Finance Manual (TFM) Volume 1 Part 5 (see <http://www.fms.treas.gov/tfm>)
  - Chapter 2000, Checks and Cash Received Collections
  - Chapter 8000, Cash Management

**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 (CO).

**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](http://www.arnet.gov/far)

<b>52.246-4</b>	<b>Inspection of Services - Fixed Price</b>	<b>AUG 1996</b>
<b>52.246-5</b>	<b>Inspection of Services - Cost Reimbursement</b>	<b>APR 1984</b>

**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](http://www.arnet.gov/far)

**52.242.15 Stop-Work Order and Alternate I AUG 1989  
APR 1984****F.2 Contract Performance Period**

The contract period of performance 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 two 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 start-up period of up to 60 days will be allowed to hire staff, obtain satisfactory personnel employment suitability clearances, train staff and become ready to take over full contract performance. The start-up period precedes the performance period.

**F.3 Deliverables**

Deliverables shall be provided in accordance with Section C, Performance Work Statement, Paragraph 6.0.

**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  
Phone: (802) 872-4102/4111  
Fax: (802) 951-6455

**G.2 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.3 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 COTR 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) Format for the invoice back-up information:
- Invoices shall be submitted separately for each service center, by calendar month. The four elements reimbursable on each invoice are:
    - (1) Mail Operations Support
    - (2) Data Collection Support
    - (3) Fee Collection
    - (4) File Operations Support
  - Invoices for award fee will be submitted on a separate invoice within 30 days after award fee has been awarded via formal modification.
  - Mail Operations: the contractor shall maintain a count, by service center, of completed mail operations. These counts shall be subject to Government verification. The invoice section for mail operations should include a breakdown of the following subtotals:
    - (1) Incoming mail, regular handling
    - (2) Incoming mail, special handling
    - (3) Administrative mail
    - (4) Other mail - case related
    - (5) Outgoing mail - regular handling
    - (6) Outgoing mail - special handling

- File Operations: The contractor shall identify all costs for reimbursement. This is subject to government verification.

#### **G.4 Task Orders, Modifications, Change Orders, Deviations**

- (a) The contractor shall be authorized to commence task order performance only following issuance of a written 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.5 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 completion as soon thereafter as practicable.

## **SECTION H - SPECIAL CONTRACT REQUIREMENTS**

### **H.1 Small Business Subcontracting Plan**

A Small Business Subcontracting Plan is required in accordance with 52.219-9 and must be submitted with the proposal by any business other than a small business. The negotiated plan will be incorporated into the contract upon award.

### **H.2 Subcontracting to Small Businesses**

The Contractor agrees, if Contractor is other than a small business concern, to subcontract a minimum of thirty percent (30%) of the value of the contract to small business concerns.

### **H.3 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 Section J, Attachment 4. Wage determinations are hereby incorporated into and made a part of this contract.

### **H.4 Insurance**

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 insurance coverage in amounts not less than the minimum amounts specified by FAR 28.307-2(a), (b), & (c).

### **H.5 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 which exceed the Simplified Acquisition Threshold, 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.6 Representations, Certifications and Other Statements of Offerors**

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

**H.7 Contractor's Proposal**

The Contractor's proposal is incorporated by reference into the awarded contract.

**H.8 Award Fee Plan**

The Award Fee Plan is attached to Section J of the contract and is made a part of and incorporated into the contract. Award Fee is only applicable to File Operations and IBIS Alias Search (CLINs 0004AA & 0004AB), if exercised, and associated option CLINs.

**H.9 Small Disadvantaged Business Participation Targets**

The solicitation for this contract contained a Small Disadvantaged Business (SDB) Participation evaluation sub-factor. In accordance with FAR 19.1202-4, the proposed NAICS Industry Sub-sector targets are incorporated into this contract as shown below. SDB Participation Program—Disadvantaged Status and Reporting as required by FAR 52.219-25 shall be accomplished on an annual basis.

(b)(4)

	Targeted NAICS Sub-sector	Targeted Dollars	Percent of Targeted Dollars to Total Contract Value
Base Year			
Option Year One			
Option Year Two			

**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](http://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	SEP 2006
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	SEP 2005
52.204-2	Security Requirements	AUG 1996
52.204-4	Printed or Copied Double-Sided on Recycled Paper	AUG 2000
52.204-7	Central Contractor Registration	JUL 2006
52.204-9	Personal Identity Verification of Contractor Personnel	NOV 2006
52.209-6	Protecting the Governments Interest When Subcontracting with Contractors Debarred, Suspended or Proposed for Debarment	SEP 2006
52.215-2	Audit and Records--Negotiation	JUN 1999
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-14	Integrity of Unit Prices	OCT 1997
52.216-7	Allowable Cost and Payment	DEC 2002
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	SEP 2006
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	MAR 2007
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and other Eligible Veterans	SEP 2006
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	SEP 2006
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)	NOV 2006
52.222-50	Combating Trafficking in Persons	APR 2006
52.223-5	Pollution Prevention and Right-to-Know Information	AUG 2003
52.223-6	Drug-Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	AUG 2000
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	FEB 2006
52.227-1	Authorization and Consent	JUL 1995
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement	AUG 1996
52.227-3	Patent Indemnity	APR 1984
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
52.232-9	Limitation on Withholding of Payments	APR 1984
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
	Alternate I	FEB 2002

52.232-33	Payment by Electronic Funds Transfer - Central Contractor Registration	OCT 2003
52.233-1	Disputes	JUL 2002
52.233-3	Protest After Award	AUG 1996
	Alternate I	JUN 1985
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
52.242-3	Penalties for Unallowable Costs	MAY 2001
52.242-13	Bankruptcy	JUL 1995
52.243-1	Changes - Fixed Price	AUG 1987
52.243-2	Changes - Cost Reimbursement	AUG 1987
	Alternate II	APR 1984
52.243-7	Notification of Changes	APR 1984
52.244-2	Subcontracts and Alternate I	JUN 2007 JUN 2007
52.244-5	Competition in Subcontracting	DEC 1996
52.244-6	Subcontracts for Commercial Items	MAR 2007
52.245-1	Property Records	JUN 2007
52.245-2	Government Property (Fixed-Price Contracts)	JUN 2007
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 **\$50,000,000**.

(2) Any order for a combination of items in excess of **\$50,000,000**.

(3) A series of orders from the same ordering office within **15** days 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 **ten (10)** 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.

52.217-8

**Option to Extend Services**

NOV 1999

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days.

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 30 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 36 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>	
<b>Key Entry Operator (Supervisory) - GS-326-6</b>		
Dallas TX	\$17.23	36.45%
Laguna Niguel CA	\$18.23	36.45%
St. Albans VT & Lincoln NB	\$16.66	36.45%
<b>Key Entry Operator - GS-326-4</b>		
Dallas TX	\$13.82	36.45%
Laguna Niguel CA	\$14.46	36.45%
St. Albans VT & Lincoln NB	\$13.36	36.45%
<b>Mail/File Clerk (Supervisory) - GS-305-6</b>		
Dallas TX	\$17.23	36.45%
Laguna Niguel CA	\$18.23	36.45%
St. Albans VT & Lincoln NB	\$16.66	36.45%
<b>Mail/File Clerk - GS-305-4</b>		
Dallas TX	\$13.82	36.45%
Laguna Niguel CA	\$14.46	36.45%
St. Albans VT & Lincoln NB	\$13.36	36.45%
<b>Secretary - GS-318-5</b>		
Dallas TX	\$15.46	36.45%
Laguna Niguel CA	\$16.36	36.45%
St. Albans VT & Lincoln NB	\$14.94	36.45%
<b>Driver/Messenger - GS-305-4</b>		
Dallas TX	\$13.82	36.45%
Laguna Niguel CA	\$14.46	36.45%
St. Albans VT & Lincoln NB	\$13.36	36.45%
<b>Quality Control Inspector (Supervisory) - GS-343-11</b>		
Dallas TX	\$28.34	36.45%
Laguna Niguel CA	\$29.99	36.45%
St. Albans VT & Lincoln NB	\$27.39	36.45%
<b>Quality Control Inspector - GS-343-9</b>		
Dallas TX	\$23.42	36.45%
Laguna Niguel CA	\$24.79	36.45%
St. Albans VT & Lincoln NB	\$22.64	36.45%

**52.252-4 Alterations in Contract APR 1984**

Portions of this contract are altered as follows: None.  
(End of Clause)

**52.252-6 Authorized Deviations in Clauses APR 1984**

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(Deviation)" after the date of this clause.

(b) The use in this solicitation or contract of any Department of Homeland Security Acquisition Regulation (HSAR) (CFR 48, Chapter 30) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of Clause)

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

**3052.219-70 Small Business Subcontracting Reporting JUN 2006**  
**3052.242-71 Dissemination of Contract Information DEC 2003**

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

**3052.209-70 Prohibition on Contracts With Corporate Expatriates JUN 2006**

(a) Prohibitions.

Section 835 of the Homeland Security Act, 6 U.S.C. 395, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity which is treated as an inverted domestic corporation as defined in this clause, or with any subsidiary of such an entity. 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 national security.

(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, 6 U.S.C. 395, 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 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, 6 U.S.C. 395(b)(1).

(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 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 the Homeland Security Act, 6 U.S.C. 395(b) 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.* The offeror under this solicitation represents that [Check one]:  
 it is not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73;

it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it has submitted a request for waiver pursuant to 3009.104-74, which has not been denied; or

it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it plans to submit a request for waiver pursuant to 3009.104-74.

(g) A copy of the approved waiver, if a waiver has already been granted, or the waiver request, if a waiver has been applied for, shall be attached to the bid or proposal.

(End of provision)

**3052.215-70 Key Personnel or Facilities****DEC 2003**

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

The Key Personnel or Facilities under this Contract:

(Contractor to specify key personnel and positions in their proposal)

**3052.216-71 Determination of Award Fee****DEC 2003**

(a) The Government shall evaluate contractor performance at the end of each specified evaluation period(s) to determine the amount of award. The contractor agrees that the amount of award and the award fee methodology are unilateral decisions to be made at the sole discretion of the Government.

(b) Contractor performance shall be evaluated according to a Performance Evaluation Plan. The contractor shall be periodically informed of the quality of its performance and areas in which improvements are expected.

(c) The contractor shall be promptly advised, in writing, of the determination and reasons why the award fee was or was not earned. The contractor may submit a performance self-evaluation for each evaluation period. The amount of award is at the sole discretion of the Government but any self-evaluation received within 5 days after the end of the current evaluation period will be given such consideration, as may be deemed appropriate by the Government.

(d) The Government may specify that a fee not earned during a given evaluation period may be accumulated and be available for allocation to one or more subsequent periods. In that event, the distribution of award fee shall be adjusted to reflect such allocations.

(End of clause)

**3052.216-72 Performance Evaluation Plan**

**DEC 2003**

(a) A performance Evaluation Plan shall be unilaterally established by the Government based on the criteria stated in the contract and used for the determination of award fee. This plan shall include the criteria used to evaluate each area and the percentage of award fee (if any) available for each area. A copy of the plan shall be provided to the contractor 15 calendar days prior to the start of the first evaluation period.

(b) The criteria contained within the Performance Evaluation Plan may relate to: (1) Technical (including schedule) requirements if appropriate; (2) Management; and (3) Cost.

(c) The Performance Evaluation Plan may, consistent with the contract, be revised unilaterally by the Government at any time during the period of performance. Notification of such changes shall be provided to the contractor 15 calendar days prior to the start of the evaluation period to which the change will apply.

(End of clause)

**3052.216-73 Distribution of Award Fee**

**DEC 2003**

(a) The total amount of award fee available under this contract is assigned according to the following evaluation periods and amounts:

Evaluation Period: At the end of a six month period.

Available Award Fee: See Award Fee Plan

(b) Payment of the base fee and award fee shall be made, provided that after payment of 85 percent of the base fee and potential award fee, the Government may withhold further payment of the base fee and award fee until a reserve is set aside in an amount that the Government considers necessary to protect its interest. This reserve shall not exceed 15 percent of the total base fee and potential award fee or \$100,000, whichever is less.

(c) In the event of contract termination, either in whole or in part, the amount of award fee available shall represent a pro rata distribution associated with evaluation period activities or events as determined by the Government.

(d) The Government will promptly make payment of any award fee upon the submission by the contractor to the contracting officer's authorized representative, of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without using a contract modification.

(End of clause)

**3052.242-72 Contracting Officer's Technical Representative**

**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)

**SECTION J - LIST OF ATTACHMENTS**

**Attachment 1 - Contract Security Classification Specification (DD254)**

**Attachment 2 - Award Fee Plan**

**Attachment 3 - Data Item Descriptions:**

**DI-MGMT-81334A - Contract Work Breakdown Structure**

**DI-MGMT-81467 - Cost /Schedule Status Report (C/SSR)**

**DI-MGMT-81468 - Contract Funds Status Report (CFSR)**

**Attachment 4 - List of Department of Labor Wage Determinations**

**Attachment 5 - Small Business Subcontracting Plan**

**DEPARTMENT OF DEFENSE  
CONTRACT SECURITY CLASSIFICATION SPECIFICATION**

*(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)*

**1. CLEARANCE AND SAFEGUARDING**

a. FACILITY CLEARANCE REQUIRED

**SECRET**

b. LEVEL OF SAFEGUARDING REQUIRED

**NONE**

**2. THIS SPECIFICATION IS FOR: (X and complete as applicable)**

**X** a. PRIME CONTRACT NUMBER  
**HSSCCG-07-D-00006**

b. SUBCONTRACT NUMBER

**X** c. SOLICITATION OR OTHER NUMBER=  
**HSSCCG-07-R-00002** Due Date (YYYYMMDD)

**3. THIS SPECIFICATION IS: (X and complete as applicable)**

a. ORIGINAL (Complete date in all cases) Date (YYYYMMDD)  
20061122

**X** b. REVISED (Supersedes all previous specs) Revision No.  
1A Date (YYYYMMDD)  
20070918

c. FINAL (Complete item 5 in all cases) Date (YYYYMMDD)

**4. IS THIS A FOLLOW-ON CONTRACT?**

YES

NO. If Yes, complete the following:

Classified material received or generated under None (Preceding Contract Number) is transferred to this follow-on contract.

**5. IS THIS A FINAL DD FORM 254?**

YES

NO. If Yes, complete the following:

In Response to the contractor's request dated \_\_\_\_\_, retention of the identified classified material is authorized for the period of \_\_\_\_\_.

**6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code)**

a. NAME, ADDRESS, AND ZIP CODE  
SI International, Inc.  
12012 Sunset Hills Road  
Reston, VA 20190

B. CAGE CODE  
INLU0

C. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)  
Defense Security Service, Northern Virginia Field Office  
14428 Albemarle Point Place, Suite 140  
Chantilly, VA 20151-1678

**7. SUBCONTRACTOR**

a. NAME, ADDRESS, AND ZIP CODE

B. CAGE CODE

C. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)

**8. ACTUAL PERFORMANCE**

a. NAME, ADDRESS, AND ZIP CODE  
USCIS SERVICE CENTERS (LINCOLN, NE & DALLAS, TX)

B. CAGE CODE

C. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)

**9. GENERAL IDENTIFICATION OF THE PROCUREMENT**

**(U) PROVIDE ADMINISTRATIVE AND TECHNICAL FUNCTIONS IN SUPPORT OF RECORDS MANAGEMENT FOR USCIS SERVICE CENTER OPERATIONS.**

**10. THIS CONTRACT WILL REQUIRE ACCESS TO:**

YES

NO

**11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:**

YES

NO

10. THIS CONTRACT WILL REQUIRE ACCESS TO:	YES	NO	11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:	YES	NO
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION		X	a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	X	
b. RESTRICTED DATA		X	b. RECEIVE CLASSIFIED DOCUMENTS ONLY		X
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION		X	c. RECEIVE AND GENERATE CLASSIFIED MATERIAL		X
d. FORMERLY RESTRICTED DATA		X	d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE		X
e. INTELLIGENCE INFORMATION:			e. PERFORM SERVICES ONLY	X	
(1) Sensitive Compartmented Information (SCI)		X	f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES		X
(2) Non-SCI		X	g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER		X
f. SPECIAL ACCESS INFORMATION		X	h. REQUIRE A COMSEC ACCOUNT		X
g. NATO INFORMATION		X	i. HAVE TEMPEST REQUIREMENTS		X
h. FOREIGN GOVERNMENT INFORMATION		X	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS		X
i. LIMITED DISSEMINATION INFORMATION		X	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE		X
j. FOR OFFICIAL USE ONLY INFORMATION	X		l. OTHER (Specify) See Block #13.		X
k. OTHER (Specify)		X			

12. PUBLIC RELEASE. Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release

Direct
  Through (Specify):  
**NONE AUTHORIZED**

**UNLESS CONTRACTOR HAS OBTAINED AUTHORITY TO RELEASE FROM THE DEPARTMENT OF HOMELAND SECURITY; CONTRACTOR SHALL COORDINATE WITH THE COTR AND THE OFFICE OF SECURITY (ASD) ON ALL CHANGES TO THIS GUIDANCE. PRIOR TO RELEASE OF ANY INFORMATION. CONTACT 202-772-5073.**  
 to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)\* for review. In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. Security Guidance. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes: to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)

**Reference Item 8a:** USCIS Service Centers: Nebraska Service Center (NSC), Lincoln, NE and Texas Service Center (TSC), Dallas, TX.

**Reference Item 10j:** "Contractors shall control and safeguard FOUO in accordance with DHS Directive (MD 11042.1) "Safeguarding Sensitive but Unclassified (For Official Use Only) Information," dated Jan 6, 2005. DHS contractors must sign a special Non-Disclosure Agreement before receiving access to FOUO information. Contractors with questions on handling DHS FOUO shall contact DHS OS ASD at (202) 447-5341."

14. ADDITIONAL SECURITY REQUIREMENTS. Requirements identify the pertinent contracted clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)

<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
-------------------------------------	-----	--------------------------	----

15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. (If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use item 13 if additional space is needed.)

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
--------------------------	-----	-------------------------------------	----

16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL <b>NED R. ROSS</b>	b. TITLE <b>Contracting Officer</b>	c. TELEPHONE (Include Area Code) <b>(802) 372-4111</b>
--	--	---

d. ADDRESS (Include Zip Code)  
**DHS/U. S. Citizenship & Immigration Services (USCIS)**  
**70 Kimball Avenue**  
**So. Burlington, VT 05403**

e. SIGNATURE  


17. REQUIRED DISTRIBUTION

<input checked="" type="checkbox"/>	a. CONTRACTOR
<input type="checkbox"/>	b. SUBCONTRACTOR
<input checked="" type="checkbox"/>	c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR
<input type="checkbox"/>	d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION
<input checked="" type="checkbox"/>	e. ADMINISTRATIVE CONTRACTING OFFICER
<input checked="" type="checkbox"/>	f. OTHERS AS NECESSARY

DD FORM 254 CONTINUATION:  
CONTRACT NUMBER: HSSCCG-07-D-00006  
SI International, Inc.  
CAGE: 1NLU0

ATTACHMENT 1

**Reference Item 11a:** Contract performance is restricted to Nebraska Service Center (NSC), Lincoln, NE and Texas Service Center (TSC), Dallas, TX. Cleared personnel are required to perform this service. All contractor personnel must: be U.S. citizens, have been granted a final security clearance by the U.S. Government (**Interim Top Secret clearances are not accepted by DHS**), have been approved as meeting criteria by DHS CSO, and have been indoctrinated by a Non Disclosure Agreement, Standard Form 312 for this specific program prior to being given any access to such information released or generated under this contract. Immigrant aliens, personnel cleared on an interim basis, or personnel holding contractor granted CONFIDENTIAL clearances, are not eligible for access to classified information released or generated under this contract. Classified material released or generated under this contract is not releasable to foreign nationals without the expressed written permission of the CSO. Recipients of classified information under this contract may not be released to subcontractors without permission of the DHS CSO. The contractor and COR will revalidate all billets under this contract with the CSO annually or when a revised DD Form 254 is issued, whichever is sooner."

**Reference Item 11e: Perform Services Only:** Contract is for performance of all tasks necessary for, or incidental to the receipt, processing and delivery of incoming and outgoing mail for all components in the two referenced Service Centers. All classified information received or generated under this contract is the property of the US Government. At the termination or expiration of this contract, the U.S. Government will be contacted for proper disposition instructions. The contractor is involved in courier services of classified, which require protection in accordance with Executive Order 12958, Classified National Security Information as amended and implementing directives as issued by the Department of Homeland Security. Contractor shall ensure that only cleared employees are designated to transmit classified material to its destination. The classified material shall remain in the personal possession of the courier at all times. All couriers designated by the contractor shall receive a DHS Courier briefing by their FSO and issued a Courier Card. Questions concerning DHS Courier Briefing, contractor FSO must contact DHS ASD at (202) 447-5344. Contractor shall maintain a record that reflects: (a) The date of the material; (b) The date of receipt or dispatch; (c) The classification; (d) An unclassified description of the material; and (e) The identity of the activity from which the material was received or to which the material was dispatched. Receipt and dispatch records shall be retained for 2 years. The transmittal of SECRET information shall be covered by a continuous receipt system both within and outside facilities.

ATTACHMENT 2

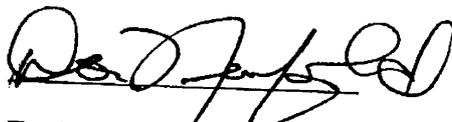
**U. S. CITIZENSHIP AND IMMIGRATION SERVICES  
SERVICE CENTER OPERATIONS**

**AWARD FEE PLAN FOR SERVICE CENTER  
OPERATIONS SUPPORT SERVICES**



**Contract Number: HSSCCG-07-D-00006**

**APPROVED:**

  
**Fee-Determining Official**

**SEP 13 2007**

**Date**

## Table of Contents

<b>1. Introduction .....</b>	<b>3</b>
<b>2. Organization.....</b>	<b>3</b>
<b>3. Responsibilities.....</b>	<b>3</b>
<b>4. Award Fee Processes .....</b>	<b>4</b>
<b>5. Award Fee Plan Change Procedure.....</b>	<b>5</b>
<b>6. Contract Termination .....</b>	<b>6</b>
<b>Annex 1. Award Fee Organization.....</b>	<b>A1-1</b>
<b>Annex 2. Award Fee Allocation by Evaluation Period.....</b>	<b>A2-1</b>
<b>Annex 3. Performance Evaluation Plan .....</b>	<b>A3-1 - A3-10</b>

## 1. INTRODUCTION

This award fee plan provides the basis for evaluation of the Contractor's performance and for presenting an assessment of that performance to the Fee Determining Official (FDO) for work performed in File Operations of the Service Center Operations Support Services contract. This award fee plan and the award fee are applicable only to work performed in the File Operations task (CLIN 0004 and associated option year CLINs. If the option for IBIS Alias Search is exercised, performance under that sub-CLIN will also be evaluated under this plan). The plan describes specific criteria and procedures used to assess the contractor's performance. Actual award fee determinations and the methodology for determining award fee are unilateral decisions made solely at the discretion of the Government. The FDO decisions concerning amount of award fee earned are not subject to the Disputes clause of the contract.

The base fee is \$0. The award fee pool available for each evaluation period is at Annex 2 of this plan. The duration of each award fee evaluation period is six (6) months. Rollover of any unearned award fee into the next period generally will not be considered. The award fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in this plan. The FDO may unilaterally change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the plan by the Contracting Officer, in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties. Unless the CO gives the contractor specific written notice of any changes to evaluation areas at least 15 days prior to the start of a new evaluation period, the same evaluation criteria and weights listed for the preceding period will be used in subsequent periods.

## 2. ORGANIZATION

The award fee organization consists of the Fee Determining Official (FDO); an Award-Fee Review Board (AFRB) which consists of a Chairperson, the CO, a recorder, and other functional area participants each familiar with the Contractor's performance. The FDO, AFRB members and performance monitors are shown in Annex 1 of this plan. There shall be one AFRB for the two contracts for Service Center Operations Support Services; however, separate award fee determinations will be made for each contract by the FDO.

## 3. RESPONSIBILITIES

a. **Fee Determining Official (FDO):** The FDO approves the award fee plan and any significant changes. AFRB members are approved by the FDO. The FDO reviews the recommendation(s) of the AFRB, considers all pertinent data, and determines the earned award fee amount for each evaluation period.

b. **Award Fee Review Board (AFRB):** AFRB members review performance monitors' (Contractor Performance Analysis Unit (CPAU) records and evaluations of the

Contractor's performance, consider other information from all pertinent sources such as the Contractor's self assessment and contractor generated reports. The AFRB reviews the information and prepares interim and final performance assessment reports. The AFRB provides the FDO with a report summarizing performance and a recommendation of the earned award fee amount and the rationale for the recommended amount.

The AFRB will prepare an interim report covering contractor performance approximately midway through the evaluation period to enable an exchange of information on contractor performance and corrective actions. A copy of this interim report will also be provided to the FDO. The AFRB may recommend changes to this plan at any time; however, from a timing perspective, discussion of any contemplated plan changes would be appropriate in the interim evaluation report.

c. **AFRB Recorder**: The AFRB recorder is responsible for coordinating the administrative actions required by the AFRB and the FDO, including: 1) receipt, processing and distribution of evaluation reports from all required sources; 2) scheduling and assisting with internal evaluation milestones, such as briefings; and 3) accomplishing other actions required to ensure the smooth operation of the award fee determination process.

d. **Contracting Officer (CO)**: The CO is the liaison between Contractor and Government personnel, advises the AFRB on contractual matters, and participates as a member of the AFRB. All correspondence between the Government and the Contractor concerning award fee will be provided to the contractor via the CO. Likewise, all correspondence from the contractor to the Government will be addressed to the CO.

e. **Performance Monitors**: Performance monitors maintain written records of the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). Performance monitors provide information to the AFRB through their normal monthly reporting to the Headquarters Contracting Officer's Technical Representative (HQ COTR), through summary reports described below for both interim and end of period evaluations and through briefings and presentations as requested by the AFRB. The summary reports to the AFRB will include: a summary of the overall Contractor performance in the File Operations support area, summary information on the problem areas and areas of performance excellence, performance information on all file operations performance requirements as listed in the Performance Requirements Summary (PRS). Performance monitors are not voting members of the AFRB.

f. **Advisers**: Advisers to the AFRB may be appointed as necessary by the FDO.

#### 4. AWARD FEE PROCESSES

a. **Available Award Fee Amount**: The available award fee for each evaluation period is shown in Annex 2. The award fee earned will be paid based on the FDO's determination of contractor's performance of File Operations (CLIN 0004 and associated options) during each evaluation period.

- b. **Performance Evaluation Plan:** If the CO does not give specific notice in writing to the contractor of any change to the performance evaluation plan prior to the start of a new evaluation period, then the same criteria listed for the preceding period will be used in the subsequent award fee evaluation period. Any changes to performance evaluation plan will be made by revising Annex 3 and notifying the contractor.
- c. **Interim Evaluation Process:** The AFRB Recorder notifies each AFRB member and Performance Monitor 15 calendar days before the midpoint of the evaluation period. Performance Monitors submit their evaluation reports to the AFRB 10 calendar days after this notification. The AFRB determines the interim evaluation results and notifies the contractor, via the CO, of the strengths and weaknesses for the current evaluation period. The CO may also issue letters at any other time when it is deemed necessary to highlight areas of Government concern.
- d. **End-of-Period Evaluations:** The AFRB Recorder notifies each AFRB member and performance monitors 15 calendar days before the end of the evaluation period. Performance monitors submit their evaluation reports to the AFRB five calendar days after the end of the evaluation period. The AFRB prepares its evaluation report and recommendation of earned award fee to the FDO. The AFRB will normally brief the evaluation report and recommendation to the FDO. At this time, the AFRB may also recommend any significant changes to the award fee plan for the FDO's approval. The FDO determines the overall earned award fee amount for the evaluation period within 30 calendar days after each evaluation period. The FDO shall execute a letter informing the contractor of the earned award fee amount. The CO issues a contract modification, which includes the FDO letter, within 10 calendar days after the FDO's decision is made authorizing submission of invoice and payment of the earned award fee amount.
- e. **Contractor's Self-Assessment:** When the contractor chooses to submit a self-evaluation, it must be submitted to the CO within five working days after the end of the evaluation period. This written assessment of the contractor's performance throughout the evaluation period may also contain any information that may be reasonably expected to assist the AFRB in evaluation of the contractor's performance. The contractor's self-assessment may not exceed 15 pages.

## 5. AWARD FEE PLAN CHANGE PROCEDURE

The AFRB Chairperson forwards all significant changes to the FDO for approval (i.e. changes to the award fee process, evaluation criteria and/or award fee calculation). The AFRB Chairperson approves any non-significant changes. After approval, the CO shall notify the Contractor in writing of any change(s). Changes shall be incorporated into the contract via formal contract modification. Unilateral changes may be made to the award fee plan if the Contractor is provided written notification by the Contracting Officer

before the start of the upcoming evaluation period. Changes effecting the current evaluation period must be by mutual agreement of both parties. The contractor may recommend changes to the CO at any time.

#### **6. CONTRACT TERMINATION**

If the contract is terminated for the convenience of the Government after the start of an award fee evaluation period, the award fee deemed earned for that period shall be determined by the FDO using the normal award fee evaluation process. After termination for convenience, the remaining award fee amounts allocated to all subsequent award fee evaluation periods cannot be earned by the Contractor and, therefore, shall not be paid.

## **Annex 1 – Award Fee Organization**

### **Members**

Fee-Determining Official: Associate Director, Domestic Operations

Award-Fee Review Board Chairperson: Chief, Service Center Operation Division  
(SCO)

Award Fee Review Board Members:

Chief, SCO Records Management Branch  
Contracting Officer  
Recorder – HQ Contracting Officer’s Technical Representative (COTR)

Director, Vermont Service Center  
Director, California Service Center  
Director, Nebraska Service Center  
Director, Texas Service Center

### **Performance Monitors**

Nebraska Service Center COTR  
Texas Service Center COTR

### Annex 2 – Award Fee Allocation by Evaluation Periods

The award fee earned by the contractor will be determined at the completion of evaluation periods shown below. The percentage and dollars shown corresponding to each period is the maximum available award fee amount that can be earned during that particular period. Subsequent to the commencement of a period, changes may only be made by mutual agreement of the parties.

(b)(6)

<b>Evaluation Period</b>	<b>From</b>	<b>To End of</b>	<b>Available Award Fee*</b>
First	Notice to proceed	Month 6	
Second	Month 7	Month 12	
Third	Month 13	Month 18	
Fourth	Month 19	Month 24	
Fifth	Month 25	Month 30	
Sixth	Month 31	Month 36	
		<b>Total:</b>	

\*Will be computed and expressed in dollars at conclusion of negotiations. If the option for IBIS Alias Search is exercised, the available award fee pool amounts will be adjusted accordingly to include Award Fee Pool for optional work.

### Annex 3 - Performance Evaluation Plan

This performance evaluation plan is unilaterally established by the Government and is used for the determination of earned award fee. The award fee and this evaluation plan pertain **only to File Operations and its optional sub-CLIN for IBIS Alias Searches**. The plan identifies: a) three categories of performance that will be evaluated, b) the criteria used for the evaluation of each performance category, c) a description of the adjectival rating system used to rate each performance category, and d) the percentage of the award fee pool available for each performance category. The PWS requirements and standards for File Operations (CLIN 0004 and associated options) are found on pages A3-5 through A3-10 of this Performance Evaluation Plan as well as Part 4.5 of the PWS.

The three performance categories that will be evaluated and the percentage of the award fee pool available for each performance category are:

<u>Performance Category</u>	<u>Percent Available</u>
Technical Performance Quality Timeliness	50%
Program Management Problem Identification and Resolution Responsiveness to Government Business and Technical Management Requests Security	30%
Cost Management Controlling Costs at estimated cost line Cost/Schedule Status and Contract Funds Status Reporting	20%

Four adjectives will be used to rate the three performance categories: Excellent, Good, Satisfactory, and Unsatisfactory. The categories along with the standards for each adjectival rating are shown in the charts below:

An overall rating of "*Excellent*" would normally merit an award recommendation of 90-100% of the available award fee.

An overall rating of "*Good*" would normally merit an award recommendation of 80 - 89% of the available award fee.

An overall rating of "*Satisfactory*" would normally merit an award recommendation of 60 - 79% of the available award fee.

An overall "*Unsatisfactory*" rating will result in award of no award fee.

**Technical Performance**

<b>Unsatisfactory</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Excellent</b>
<p>Contractor fails to meet criteria for Satisfactory Performance</p>	<p>Contractor meets quality and timeliness standards for file operations identified in the Performance Requirements Summary of the Work Statement (Requirements &amp; Standards at Page A3-5 through A3-10). There may be occasional instances of quality or timeliness lapses, but such lapses are remedied and have no significant effect on mission accomplishment.</p>	<p>Contractor meets and frequently exceeds quality and timeliness standards for file operations identified in the Performance Requirements Summary of the Work Statement (Requirements &amp; Standards at Page A.3-5 through A3-10). There may be infrequent instances of quality or timeliness lapses but such lapses are rapidly remedied and have no more than a minor effect on mission accomplishment.</p>	<p>Contractor consistently exceeds quality and timeliness standards for file operations identified in the Performance Requirements Summary of the Work Statement (Requirements &amp; Standards at page A.3-5 through A3-10). There may be rare instances of quality or timeliness lapses but such lapses are immediately remedied and have negligible or no effect on mission accomplishment.</p>

**Program Management**

<b>Unsatisfactory</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Excellent</b>
Contractor fails to meet criteria for Satisfactory Performance	Problems are identified by the contractor timely. Contractor provides sufficient information on alternate solutions. Solutions are implemented with limited adverse effect on mission accomplishment and cost.	Contractor frequently identifies potential problems prior to any adverse effect on cost or mission accomplishment. Contractor solutions are implemented with little or no adverse effect on mission accomplishment and cost.	Contractor consistently identifies and anticipates possible problems. Provides organized and detailed alternatives, plan of action and implementation schedule. Solutions are implemented with no negative effect on mission accomplishment or cost.
Contractor fails to meet criteria for Satisfactory Performance	Contractor establishes adequate communications with Government and responds to Government requests for management and business information in a timely manner.	Contractor establishes good communications with Government and responds to Government requests for management and business information in a timely manner.	Contractor establishes excellent communications with Government. Frequently anticipates Government requests for management and business information. Consistently responds before due dates for the requested information.
Contractor fails to meet criteria for Satisfactory Performance	Contractor implements employment screening process to limit employment eligibility rejects by USCIS.	Contractor implements employment screening process which results in very few employment eligibility rejects by USCIS.	Contractor implements employment screening process which results in no or negligible number of employment eligibility rejects by USCIS.

**Cost Management**

<b>Unsatisfactory</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Excellent</b>
Contractor fails to meet criteria for Satisfactory Performance	Manages costs at the estimated cost line while providing required services. Occasional resource management problems.	Manages costs below the estimated cost line while providing required services. Only occasional minor resource management problems.	Reductions in cost to the Government below the estimated costs are noteworthy with no impairment in providing required services or mission accomplishment. No resource management problems.
Contractor fails to meet criteria for Satisfactory Performance	C/SSR and CFSR reporting is usually timely and usually accurate with few corrections or modifications required to reported information.	C/SSR and CFSR reporting is timely, usually accurate, and understandable. Forecasts of funds requirements and uses are usually reliable. Occasionally, minor corrections or modifications are required.	C/SSR and CFSR reporting is timely, accurate, and highly usable. Forecasts of funds requirements and uses are reliable. Minor corrections rarely required.

**Performance Requirements & Standards (PWS Para 4.5)**

**4.5 File Operations Support:  
Performance Requirements**

Requirement	SOW Section	Quality Standard	Measurement
4.5.1 The contractor shall create files during file operations in accordance with USCIS policies and procedures.	4.5	All files for which an A-file or a receipt file is requested by USCIS has an A-file or a receipt file created no later than close of the next business day following request from USCIS.  No duplicate A-file records are created.	Validated customer complaints  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, OSI, and/or FDU, in a timely manner, in accordance with USCIS policies and procedures.	4.5	All files are accurately identified, located and retrieved within four (4) hours, when requested by USCIS, or within the designated timeframe, when requested by the COTR.	Periodic observation
4.5.3 The contractor shall request files from external sources in accordance with USCIS policies and procedures.	4.5	Contractor makes all system file requests no later than close of the next business day following request from USCIS or awareness of the need.	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.	4.5	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.	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	4.5	Contractor provides requested information to customer within four (4) normal operating hours.	Validated customer complaints
4.5.6 The contractor shall perform file sorts in accordance with USCIS policies and procedures.	4.5	All files are segregated, stored, and routed in accordance with USCIS policies and procedures.	Validated customer complaints
4.5.7 The contractor shall file and re-file records in a timely manner and	4.5	Unless otherwise directed by the COTR, all new applications	Periodic observation

Requirement	SOW Section	Quality Standard	Measurement
in accordance with USCIS policies and procedures.		and/or petitions are filed no later than close of the 2nd business day following data entry.  Other incoming files and re-files are filed no later than close of the next business day following being received in the Service Center.	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), and Central Index System (CIS), etc.) for files.	4.5	When files are moved all systems are correctly updated located in USCIS tracking systems.  The contractor reconciles and resolves 99% of issues identified through system-generated reports in accordance with USCIS policies and procedures.	Periodic observation  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.	4.5	The contractor consolidates all files, to include system updates, 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.	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).	4.5	The contractor maintains a tracking tickler-filing process that accurately identifies the expiration of all files held in the temporary holding areas.  The contractor moves temporary holdings to the next stage of the appropriate process when required.	Validated customer complaints  Validated customer complaints
4.5.11 The contractor shall 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.	4.5	All Requests for Evidence (RFE) is connected no later than close of the third business day following being received in the Service Center.  All correspondence is interfiled no later than close of the fifth business day following being	Validated customer complaints  Validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
		<p>received in the Service Center.</p> <p>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.</p>	Validated customer complaints
<p><b>4.5.12</b> The contractor shall maintain files in accordance with USCIS policies and procedures.</p>	4.5	<p>All file maintenance is performed in accordance with USCIS policies and procedures.</p> <p>All files are in suitable jackets at all times in accordance with USCIS policies and procedures.</p> <p>All barcodes are readable at all times.</p>	<p>Validated customer complaints</p> <p>Validated customer complaints</p> <p>Validated customer complaints</p>
<p><b>4.5.13</b> The contractor shall electronically transfer in USCIS systems and physically ship files to the National Records Center (NRC), Harrisonburg File Storage Facility (HBG FSF), or other locations as directed in accordance with USCIS policies and procedures.</p>	4.5	<p>All files are properly prepared and shipped to the NRC, HBG FSF, or other locations as directed.</p>	<p>Periodic observation and validated customer complaints</p>
<p><b>4.5.14</b> 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.</p>	4.5	<p>The contractor performs all system queries and searches, and generates all associated screen prints within the required timeframes.</p>	Validated customer complaints
<p><b>4.5.15</b> The contractor shall scan materials accurately.</p>	4.5	<p>The contractor makes all necessary adjustments to the system data that scanning equipment read incorrectly.</p> <p>No scanned material is rejected due to contractor error.</p>	<p>Periodic observation and validated customer complaints</p> <p>Periodic observation and validated customer complaints</p>
<p><b>4.5.16</b> The contractor shall assemble e-Filed and Lockbox applications and/or petitions and other materials in accordance with the USCIS policies and procedures.</p>	4.5	<p>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.</p> <p>The contractor assembles all</p>	<p>Periodic observation and validated customer complaints</p> <p>Periodic observation and validated customer</p>

Requirement	SOW Section	Quality Standard	Measurement
		Lockbox and e-Filed non-Premium Processing forms no later than close of the next business day following receipt of the Lockbox or e-Filed application/petition.	complaints
4.5.17 The contractor shall verify the accuracy of manifests for e-File and Lockbox forms in accordance with USCIS policies and procedures.	4.5	The contractor verifies the accuracy of all the manifests of e-Filed and Lockbox forms in accordance with the USCIS policies and procedures.	Periodic observation and validated customer complaints
4.5.18 The contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the Center.	4.5	The contractor ensures that at least 98% of files forwarded to an adjudication division for adjudication are correctly assembled, complete, and all papers correctly fastened to the file in accordance with USCIS policies and procedures.	Random sampling
4.5.19 The contractor shall pick up, continuously sort, and deliver for internal distribution printouts and files between mail stops with the Service Center as established by the COTR. The contractor shall pick up mail, printouts, and files no less than twice daily or as directed by the COTR. Any piece of mail picked up at a mail stop shall be delivered to the designated mail stop not later than close of business on the next business day.	4.5	All mail picked up at a mail stop is delivered to its designated mail stop not later than close of business on the next business day.	Periodic observation and validated customer complaints
4.5.20 The contractor shall provide special internal distribution delivery runs as required by the COTR.	4.5	All special mail delivery runs are performed within the time designated by the COTR.	Validated customer complaints
4.5.21 The contractor shall scan materials no later than close of the third business day following being received in the Service Center or request from USCIS.	4.5	All materials are scanned by the contractor no later than close of the third business day following being received in the Service Center or requested from USCIS.	Periodic observation & validated customer complaints
4.5.22 The contractor shall photocopy application- and petition-related documents in accordance with USCIS policies and procedures or as directed by the COTR.	4.5	All application and petition related documents are photocopied by the contractor in accordance with USCIS policies and procedures or as directed by the COTR.	Periodic observation & validated customer complaints
4.5.23 The contractor shall generate documents for batch printing as directed by the COTR.	4.5	All documents are generated by the contractor for batch printing as directed by the COTR.	Periodic observation & validated customer complaints

Requirement	SOW Section	Quality Standard	Measurement
4.5.24. This task currently only applies to the Nebraska Service Center. The contractor shall provide travel booklet support including matching consulate notice to booklet, writing applicant's foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.		All travel booklet support (this task is currently performed only at the NSC) is provided by the contractor, including matching consulate notice to booklet, writing applicants foreign address on notice, and following proper destruction procedures in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
4.5.25 This task is currently performed only at the NSC. The contractor shall update USCIS systems to show travel booklet document is prepared and mailed.	4.5	All USCIS systems are updated to that show travel booklet documents have been prepared and mailed.	Periodic observation & validated customer complaints
4.5.26.1 The contractor shall identify, qualify and request appropriate accesses for users to IBIS, TECS, and DACS, or successor systems.	4.5	All users - but no more than 15 per Service Center - are identified, qualified, and have access to IBIS, TECS, and DACS or successors systems, requested for them by the contractor.	Periodic observation & validated customer complaints
4.5.26.2 The contractor shall perform systems background checks in accordance with USCIS policies and procedures.	4.5	All systems background checks are performed by the contractor in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
4.5.26.3 The contractor shall identify expired biometrics and schedule biometric appointments in accordance with USCIS policies and procedures.	4.5	All expired biometrics are identified by the contractor and biometric appointments are scheduled in accordance with USCIS policies and procedures.	Periodic observation & validated customer complaints
4.5.26.4.1 The contractor shall conduct an IBIS "individual subject query " (SQ-11) and print the screen relating to positive IBIS hit records in conformity with instructions contained in the Standard Operating Procedures (SOP) for IBIS Pull List. Those screen prints may include RAFACS/NFTS file locations, NCIC, TECS and DACS information.	4.5	All IBIS individual subject queries (SQ-11) are performed by the contractor and the screen relating to positive IBIS hit records is printed, in conformance with instructions contained in the SOP for IBIS Pull List.	Periodic observation & validated customer complaints
4.5.26.4.2 The contractor shall match printouts with all relevant files by receipt file numbers, and by name if necessary, so that all relevant files for a positively identified IBIS hit can be pulled on a daily basis. The contractor, after matching all screen prints, shall stamp these screen prints "Law Enforcement Sensitive" and	4.5	All printouts are sorted and matched by receipt file numbers and by name if necessary by the contractor so that all relevant files for a positively identified IBIS hit can be pulled on a daily basis. The contractor, after matching all screen prints stamps these screen prints, "Law Enforcement	Periodic observation & validated customer complaints